AVAYA

IP Telephony
Contact Centers
Mobility
Services

T3 (IP) Comfort connected to Integral 5



Benutzerhandbuch

User's guide

Manual de usuario

Manuel utilisateur

Manuale d'uso

Gebruikersdocumentatie

Contents

Familiarize yourself with your telephone

Important notes 4
Your T3 (IP) Comfort at a glance 9
All keys at a glance 10
Basic rules of operation 11
Putting the telephone into service (T3 IP only) 15

Making calls as usual

Answering calls 18
Calling someone 21
Establishing several connections 27
Making calls without the handset 32

Making calls with ease

Using the call list 35
Routing calls 40
Using the phone book 48
Setting reminders (appointments) 52
Viewing charges* 57
Locking the telephone 60
Sending and receiving messages 62
Outside business hours (night service)* 66
Telephoning with partners 67

Customizing the telephone

Setting audio, contrast and language 70
Assigning functions/phone numbers to keys 75
Changing general settings 81
Settings for your telephone system 96
IP-specific settings 103

Auxiliary devices*

Links* 108
The DSS module 110
Headset 112

Extras for your telephone

Hotel functions* 115

Look it up whenever in doubt

Telephone functions and symbols 124
Messages on the display 128
Ring tones and handset tones 130

Contents

Menu overview 131
Troubleshooting 134
Index 135

Important notes

Which systems can you connect your telephone to?

This telephone is only intended to be connected to Avaya PBX systems. It must not be connected directly to a PSTN.

Declaration of conformity (T3)

We, Avaya GmbH & Co. KG, declare that the T3 Comfort telephone complies with the basic requirements and other relevant provisions of EU directive 1999/5/EU (Radio and Telecommunication Terminal Equipment, R&TTE).

This telephone is intended for connection to digital interfaces of Avaya telecommunications systems and meets the fundamental requirements formulated in EC directive 1999/5/EC (Radio and Telecommunication Terminal Equipment, R&TTE).

This telephone has been designed in such a way that it is unsuitable for direct operation on interfaces of public telecommunication networks.

When using links and DSS modules:

This link / DSS module is intended for connection to T3 telephones and meets the fundamental requirements of EC directive 1999/5/EC (Radio and Telecommunication Terminal Equipment, R&TTE).

The design of this link / DSS module makes it suitable for use with T3 telephones only.

If any problems occur during operation, please first contact your specialist dealer or your system administrator.

The complete declaration of conformity can be obtained at the following Internet address: http://www.avaya.de/gcm/emea/de/includedcontent/conformity.htm or look for 'Conformity' in the index.

CE

Declaration of conformity (T3 IP)

We, Avaya GmbH & Co. KG, declare that the T3 IP Comfort telephone complies with the basic requirements and other relevant provisions of EU directive 1999/5/EU (Radio and Telecommunication Terminal Equipment, R&TTE).

This telephone is designed for connection to Ethernet/LAN interfaces of IP compatible telecommunications systems from Avaya, and complies with the basic requirements of EU directive 1999/5/EU (RTTE).

Avaya cannot guarantee successful operation of the telephone in LAN or intranet environments in which no Avaya telecommunications system is present.

Important notes

When using links and DSS modules:

This link / DSS module is intended for connection to T3 IP telephones and meets the fundamental requirements of EC directive 1999/5/EC (Radio and Telecommunication Terminal Equipment, R&TTE).

The design of this link / DSS module makes it suitable for use with T3 IP telephones only.

If any problems occur during operation, please first contact your specialist dealer or your system administrator.

The complete declaration of conformity can be obtained at the following Internet address: http://www.avaya.de/gcm/emea/de/includedcontent/conformity.htm or look for 'Conformity' in the index.

CE

Software License

License
USE OR INSTALLATION OF THE PRODUCT INDICATES End User's acceptance of the GENERAL LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE AT http://support.avaya.com/LicenseInfo/
("GENERAL LICENSE TERMS").
If you do not wish to be bound by these terms, you must return the product(s) to the point of purchase withing ten (10) days of delivery for a refund or credit. IN ADDITION TO THE GENERAL LICENSE TERMS, THE FOLLOWING LICENSE TERMS AND RESTRICTIONS APPLY TO THE PRODUCT.

Avaya grants End User a license within the scope of the license types described below. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the Documentation or other materials available to End User. "Designated Processor" means a single stand-alone computing device. "Server" means a Designated Processor that hosts a software application to be accessed by multiple users. "Software" means the computer programs in object code, originally licensed by Avaya and ultimately utilized by End User, whether as stand-alone Products or pre-installed on Hardware. "Hardware" means the standard hardware Products, originally sold by Avaya and ultimately utilized by End User.

License Type(s):
Designated System(s) License (DS). End User may install and use each copy of the Software on only one Designated Processor, unless a different number of Designated Processors is indicated in the Documentation or other materials available to End

Important notes

User. Avaya may require the Designated Processor(s) to be identified by type, serial number, feature key, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

Third-party Components
Certain software programs or portions thereof included in the Product may contain software distributed under third party agreements ("Third Party Components"), which may contain terms that expand or limit rights to use certain portions of the Product ("Third Party Terms"). Information identifying Third Party Components and the Third Party Terms that apply to them is available on Avaya's web site at:
http://support.avaya.com/ThirdPartyLicense/

To which system is your telephone connected? (T3)

You can find out which system your telephone is connected to as follows:

Press the "Menu" function key during a call or with the handset off-hook:
The "Info/Service" menu appears, but only if your telephone is connected to the Integral 55 Communication Server. In this menu you can also view, for example, the type, catalogue number and software version.

Which system is your IP telephone connected to? (T3 IP)

You can tell which Avaya telephone system your telephone is connected to as follows:

When logging in for the first time:

If your telephone is connected to the Integral 5, a log-in window appears first in which you can enter your extension number and PIN. No log-in window appears if your telephone is connected to the Integral 55 Communication Server.

If you have already logged in:

Press the "Menu" function key during a conversation or with the handset off-hook:
The "Info/Service" menu appears, but only if your telephone is connected to the Integral 55 Communication Server. You can view various IP settings there.

Hints for the location of the phone

Place the telephone on a non-slip surface, especially if the furniture is new or has recently been cleaned or polished. Varnishes or cleaning agents may contain substances which soften the pads on the underside of the telephone and the pads could then mark your furniture. Avaya cannot assume liability for damage of this kind.

Important notes

Repairs

The telephone set may only be opened or repaired by qualified technicians. Do not open the telephone yourself. This could otherwise result in damage to the telephone, making it inoperable.

What you should definitely read

You should definitely read the following sections. These sections explain all the parts of your telephone. You will find out how to use your telephone.

Overview of your telephone *(→ p. 9)*
Basic rules of operation *(→ p. 11)*
Putting the telephone into service *(→ p. 15)*



- You will often find this information line at the end of a section or chapter. It contains additional information that will help you to make better use of the functions.

Additional functions

Functions marked by a * are not standard features of your telephone.

Other functions may be disabled or – depending on the system software – not available. Please consult your system administrator if you want to use any of these functions.

... telephoning made easy

You can make the following settings immediately or during your first telephone calls:

- Adapt the volume *(→ p. 71)* for ringing, for the receiver and the settings for handsfree *(→ p. 73)* to your surroundings.
- Adapt the contrast of the display *(→ p. 71)* to the lighting conditions where you are.
- Select which language *(→ p. 74)* all display information is to appear in. The available languages are English, French and German.
- Save frequently used call numbers to a personal phone book *(→ p. 48)*. You can modify personal phone book entries yourself.

User manual in other languages

Would you prefer to read these operating instructions in a different language? Go to the Avaya Support page at http://support.avaya.com where you can access our list of documents. Look there to find out whether the language version you want is available for download.

Important notes

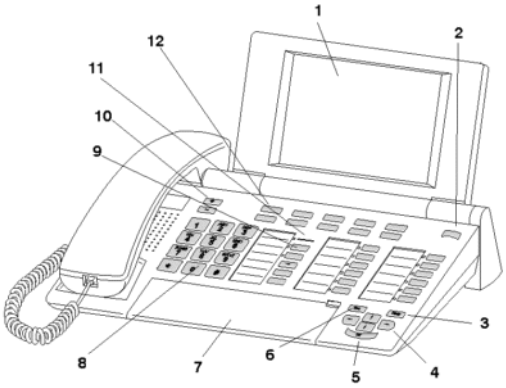
Dispose of waste equipment properly - the environment will thank you for it



Waste electrical and electronic equipment bearing this symbol may contain substances that are dangerous to humans and the environment. For this reason, you must not dispose of such equipment together with unsorted municipal (domestic) waste. To protect our environment, pubic collection points are available at which you can dispose of waste electrical and electronic equipment that bears this symbol.

To prevent these substances from spreading in our environment and reduce the pollution of natural resources, you can also take part in the Avaya take-back scheme for waste equipment. Under this scheme, the materials in the waste equipment will be recovered in a proper professional manner with individual components being re-used.

Your T3 (IP) Comfort at a glance



1	Display
2	Level-switching key for display keys
3	Clear key
4	Arrow keys for navigating within the display
5	OK key
6	Escape key
7	Cover with alpha keypad underneath
8	Digit keys with letters
9	Function keys (some of them with LEDs)
10	Volume/contrast keys
11	Call display
12	Display keys for destinations, functions, partners and lines

All keys at a glance

1 2 ... 9 0 Digit keys with letters: For dialling call numbers and entering codes. The alphabetic labelling allows you to dial with letters (vanity numbers).

* # Star and hash: For special functions

ESC Escape: Ends the current connection during a call, and also cancels entries (the next higher menu level then appears on the display).

Clear Clear: Deletes the character above the marker. The last character is deleted if the cursor is positioned after the last character.

Arrow up / down: Moves the cursor up or down in the display.

+ - + / -: Increases or decreases the volume or contrast.

Arrow left / right: Moves the cursor to the left or right in the display.

OK Enter: Opens a selected menu item or confirms an input.

Switch level: Activates the next level for the display keys.

Function keys:

- 10 display keys below the display.
- 12 user-definable function keys next to the numeric keypad, 6 of these with LEDs.
- 5 function keys with permanent assignment: Handsfree/monitoring, mute (switch off microphone), menu, redial and refer-back.

Built-in alphabetic keypad: For convenient text entry.

- The default assignment for the function keys is printed on the enclosed label strips.

Basic rules of operation

You can select and use most of the functions from the menu. To make operation easier, you can assign frequently used functions to the function keys. Some keys are already assigned functions when the phone is delivered.

Selecting functions from the menu

Press the "Menu" function key.

or scroll to the desired menu item.

Confirm your selection. The selected function is displayed. In many cases a submenu also appears. You can scroll through the submenu in the same way as in the menu.

- Functions already assigned to keys no longer appear in the menu.
- You can find all functions in the Menu overview *(→ p. 131)*.

Cancelling or exiting an action

If you have entered the wrong data or made the wrong setting:

Press (several times if necessary) to cancel the procedure. You will then move up one menu level or go to the idle display.

- The following settings cannot be undone using the Escape key:
  - Changes to the assignment of function keys
  - Settings that have been changed using the OK key.

The display helps you

The displays guide you step by step as you use the phone. The display provides you with a great deal of information, such as the status of your current connection.

The phone number of every external ISDN caller will appear in the display providing they have not disabled call number display. This enables you to see who is calling. If your phone book already contains the name and phone number of the caller, their name will displayed when they call.

The 10 display keys can be assigned different functions. You can read the current function of each key on the display.

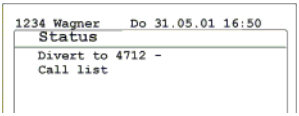
Basic rules of operation

What is shown on the idle display?

The idle display shows:

- Your name and call number
- Weekday, date and time
- Assignment of display keys
- The display key level
- Status messages where applicable

Status messages



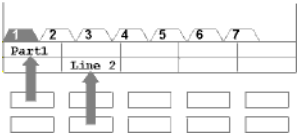
When required, your telephone will display additional text in the idle display. This happens when there is important information for you (e.g. new entry in the call list) or you have activated special functions (e.g. "Divert to").

You can activate the associated menu item directly from a status message, e.g. to change the setting.

Scroll to the desired status message.

OK Confirm your selection.

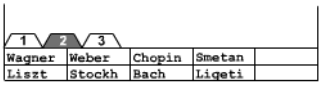
Display keys



Your telephone has 10 special function keys, the display keys. The current allocation of each key is shown in the display.
Examples: You can call Partner 1 (= Part 1) using the top left key. If you press the second key in the bottom row, you seize exchange line 2 (= Line 2).

Basic rules of operation

Display keys in several levels



The first level display keys can be allocated to partners, lines or any other functions as required. Normally, you will see the first level displayed.

You can assign destinations to display keys in other levels. You can change between the levels using the "Switch level" key. The level tabs show you which level is in use. Level 2 is active in the illustration.

Press this key. The next level of the display keys will be shown. The current functions are shown in the display.

- You can temporarily switch off the status message display with the Escape key.
- The destinations on the keys in level two and higher correspond to the entries in your individual phone book. All entries are automatically assigned to the display keys, starting with code 900.
- Avaya Service can change the number of levels for the display keys (max. 8).

Basic rules of operation

Entering text

Your telephone has its own keypad with letter keys *(→ p. 9)*. The keys are arranged in a similar manner to a computer keyboard.

The default layout corresponds to the letters printed in white on the keys.

- For **upper case** letters, the shift key (up arrow) must be held down.
- **Special characters** are shown in blue. For special characters, the Alt key must be held down.
- **Country-specific special characters** can be created as follows: First select the special diacritic character shown in blue (e.g. an accent). Then enter the normal (unaccented) letter.

Example:

You want to enter the character Á.

- Press and hold the Alt key.
  Press ´ (above the D) on the middle row of keys.
  Release both buttons.
- Press and hold the Shift key.
  Press the A key.
  Release both buttons.

The letter Á will be shown in the display.



- If you have a telephone with an unprinted alphanumeric keypad *(→ p. 93)* you must place a keypad template over the alphanumeric keypad. The appropriate letters and symbols are printed on the template.

Putting the telephone into service (T3 IP only)

Please read and follow the following instructions regarding the commissioning of an IP telephone.

Contents

Connecting the telephone and logging in (T3 IP only) *(→ p. 16)*
Modifying language for the log-in procedure and IP settings *(→ p. 16)*
Logging off from telephone *(→ p. 17)*

- IP-specific settings *(→ p. 103)* are described in separate sections.

Putting the telephone into service (T3 IP only)

Connecting the telephone and logging in (T3 IP only)

After connecting the unit to the LAN (Local Area Network) and to the power supply (only if the telephone is not powered via the LAN), the telephone software will first be activated and after that a search for a gatekeeper (responsible for access authorisation) will start automatically. A gatekeeper will normally be found. If this is the case, the log-in window will then appear:

2 ... 9 Enter extension number.

Scroll to the `PIN` menu item.

0 0 0 0 Enter PIN The factory setting is "0000".

OK Confirm your selection. The idle display appears next. You will now also be available under the entered call number (extension number).

- You can change the language for the log-in procedure. *(→ p. 16)*
- The log-in PIN is the same as the PIN you can use to unlock your locked telephone. You can change this PIN in the Lock *(→ p. 61)* menu
- If you have cancelled a log-in procedure (i.e. you have left the log-in window using the Escape key) in order to change or view settings in the menu, you can then log back in again via the `User administration` menu option.

Modifying language for the log-in procedure and IP settings

If your telephone is not yet logged in, you can choose between six different languages (German/English/French/Italian/Spanish/Dutch):

Press the "Menu" function key.

Scroll to the "Switch language" menu option.

OK Confirm your selection.

Select language, e.g. English.

OK Confirm your selection.

- When first setting up your telephone you can choose your preferred language in other ways: When the log-in window appears, press the Escape key twice. "D/GB/F/I/E/NL" appears. Then select your preferred language. "D/GB/F/I/E/NL" disappears when the language has been changed.

Putting the telephone into service (T3 IP only)

Logging off from telephone

When you want to log off from the telephone again:

Press the "Menu" function key.

Scroll to the `Log off` menu item.

Confirm your selection. You are now logged off from this telephone. Another user can now log on.

Answering calls

You can lift the receiver and speak with the caller in the normal way.

If another subscriber within your system receives a call, you can divert the call to your phone (pick-up call).

It is also possible to answer calls using the handsfree key and then to telephone with the receiver on-hook.

You can set your telephone to activate handsfree mode automatically when it receives an internal call. You will not need to lift the receiver, but can immediately start speaking to the caller (Automatic handsfree when called *(→ p. 84)*).

It is also possible to put calls on hold instead of answering them immediately. This allows you to complete any operating procedures you have already started (e.g. editing a phone book entry).

You can divert any incoming external calls to a preconfigured call forwarding station (call forwarding).

Contents

When you receive a call *(→ p. 19)*
If another telephone receives a call (pick-up call) *(→ p. 19)*
Answering a call for a partner *(→ p. 19)*
Call during a conversation (second call) *(→ p. 19)*
Call during a programming procedure *(→ p. 20)*
Call forwarding *(→ p. 20)*

Answering calls

If you receive a call

Your telephone rings. The call is shown in the display.

Lift the handset.

- Telephoning without the receiver: Press the "Handsfree/Monitoring" function key.
- You will be shown the number or name the caller dialled, e.g. when you receive a diverted call.
- If you do not want the caller to hear what is being said at your end, press the "Mute" key. The opposite party will be able to hear you again after pressing this key again.

If another telephone receives a call (pick-up call)

Another telephone rings.

Press the "Pick-up" function key. A list of incoming calls will be shown.

Scroll to the call you want to pick up.

Confirm your selection.

Lift the handset.

Answering a call for a partner

If you have assigned a partner to a function key or display keyAssigning partners to keys *(→ p. 78)*):

A partner is being called.

Press the display key or function key for the partner being called. Your telephone rings.

Lift the handset.

Call during a conversation (second call)

You are on the phone. Someone else calls you. You hear a single ring tone. The caller is shown as the top item on the menu.

Accept call. The first caller is waiting and cannot hear your conversation.

Answering calls

Call during a programming procedure

You receive a call but want to finish what you are doing on your telephone first. You are programming your phone. A call arrives.

Scroll to the `Place call on hold` menu item.

Confirm your selection. You can continue with your programming. After completion, the held call will be shown.

Call forwarding

You receive an external call and wish to divert the call to the call forwarding stations:

Scroll to the `Transfer` menu item.

Confirm your selection. The call is diverted to the call forwarding stations.

- The call forwarding stations must have been set up in the telecommunications system.

Calling someone

You can use the telephone as usual within and outside your telephone system: Dial the internal extension number or external call number directly.

You can use the display keys to dial the five most recently called numbers again (redial) and to dial frequently used call numbers.

If you cannot reach an external number, you can have the number redialled automatically up to 10 times.

If an internal number is engaged or all exchange lines are occupied, you can request an automatic callback when the line is free again.

You can cut in on another call within your system if you have something urgent to tell one of the subscribers.

If you do not want the person you are calling to see who is calling, you can call anonymously.

Contents

Making calls within your telephone system *(→ p. 22)*
Making calls outside your telephone system *(→ p. 22)*
Making a call with one key stroke *(→ p. 23)*
Redial *(→ p. 24)*
Redialling a call number *(→ p. 24)*
In the event of a busy signal (auto callback) *(→ p. 24)*
Deleting automatic callback *(→ p. 25)*
Callback, line *(→ p. 25)*
Cutting in on another call (cut-in)* *(→ p. 25)*
Call waiting *(→ p. 25)*
Anonymous call *(→ p. 26)*
Direct access tone dialling (DTMF) *(→ p. 26)*



- Many telephone systems require a special dial code to be dialled for external calls, the so-called external line code. Sometimes a short pause, known as the dial pause, has to be inserted after this. You can obtain more information from your telephone system administrator.

Calling someone

Making calls within your telephone system

0 ... WXYZ 9 Enter the call number.

Lift the handset.

- You can, of course, lift the receiver first and then dial the number. However, in this case you will not be able to correct an input error.
- If you have switched Direct dial *(→ p. 86)* off, you cannot correct input errors before dialling.

Calling outside your telephone system

0 Enter external line code, e.g. 0.

0 ... WXYZ 9 Enter number.

Lift the handset.

- Instead of entering the external line code, you can also press a line key.
- If you have activated LN on dialling *(→ p. 82)* you only need to dial the external number.

Calling someone

Presenting yourself with specified call numbers

If your system is configured to do so, every time you make an outside call you can select the number you want to present to the call recipient. This is called Calling Line Identification Presentation (CLIP). This could be your 'service', 'head office' or 'workshop' number, for example.

The number you want to dial is displayed.

Scroll to the menu item with the desired group number, e.g. `dial with 987654321`.

Lift the handset.

Your selected number is shown to the call recipient.

- If a name is allocated to the number you want to present, you are shown this name.
- You can assign the numbers with which you want to present yourself to the function keys (to program function keys, see Data Input Manual). If you press one of these function keys before lifting the handset when making an external call, the number selected will be presented to the party called.
- If you have deactivated Number display for outside calls *(→ p. 85)* , you will not be offered numbers for presentation.

Making a call with one key stroke

Press the display key or function key for the desired subscriber.

Lift the handset.

- You can find out how to assign a call number to a destination key in the section Assigning functions/phone numbers to keys *(→ p. 75)*.

Calling someone

Redial

You can redial one of the last external numbers called.

Press the "Redial" function key.

Scroll to the desired number, e.g. 06975051234.

Lift the handset.

- If you selected a special number to present to the call recipient, this will also be used for redial.

Redialling a call number

The external number dialled is busy.

Scroll to the `Automatic redial` menu item.

Confirm your selection.

Replace the handset. Dialling is repeated up to ten times at intervals.

- You can only use "Automatic redial" if you are calling on a digital exchange line.
- Automatic redialling is stopped if you press any key or pick up the handset.
- You can specify the number of automatic redial attempts and the time between two attempts in the Dial settings *(→ p. 83)* menu.

In the event of a busy signal (auto callback)

The dialled connection is busy. The callback menu item appears in the menu.

Press the "Callback" function key.

Replace the handset. Your telephone rings as soon as the other line is free.

Lift the handset when your telephone rings +The other line is called automatically via the telephone system.

- In the case of external calls, "Auto callback" is only presented as an option if the network provider and the system connection support it.

Calling someone

Deleting automatic callback

In the status menu:

Scroll to the `Auto callback`menu item.

Confirm your selection.

Callback, line

You want to make an external call but all the exchange lines are busy. The information message "No free line" appears.

Press the "Callback line" function key.

Replace the handset. As soon as a line becomes free, your telephone will ring and the "Callback line" display will appear.

Lift the handset when your telephone rings You can dial the desired external call number.

- You must have assigned the "Callback line" function to a function key.

Cutting in on another call (cut-in)*

You call an internal extension. The user is already on a call. You want to cut in on the call:

Scroll to the `Cut-in` menu item.

Confirm your selection. All parties will hear a cut-in tone. You are now included in the call and can communicate with the subscribers.

- Cut-in is only possible within your system. It must be enabled for your telephone and the target telephone. Consult Avaya Service if necessary.
- Ending the cut-in: replace the handset or press the Escape key.

Call waiting

You call an internal extension. The number is busy.

Scroll to the `Knocking` menu item.

Confirm your selection. Your call will then be re-signalled to the called party.

Calling someone

Anonymous call

Lift the handset.

Scroll to the `Anonymous call`menu item.

OK Confirm anonymous calling. Your number will not be transmitted to the called party for your next external call.

- Anonymous calling must be supported by your network operator.

Direct access tone dialling (DTMF)

Digit key operations are automatically transmitted as tones during an existing external call. This is necessary, for instance, if you want to interrogate answering machines or voicemail boxes.

Establishing several connections

You can accept another call while you are already making a call (Second call *(→ p. 86)*). You can speak with several parties alternately and switch back and forth between them as desired.

You can speak with two callers simultaneously (three-party conference).

You can include a new participant directly in the conference or call via "Refer-back" to speak privately beforehand.

Contents

Consultation during a call (Refer-back) *(→ p. 28)*
Switching between two external callers (brokering) *(→ p. 28)*
Forwarding callers *(→ p. 28)*
Forwarding a second caller *(→ p. 29)*
Conference - connecting a subscriber to a call *(→ p. 29)*
Conference - connecting a party to a call using refer-back *(→ p. 30)*
Expanding conference to include another participant *(→ p. 30)*
Interconnecting conference partners *(→ p. 30)*
Conference, ending *(→ p. 31)*

Establishing several connections

Consultation during a call (Refer-back)

During a call:

Press the "Refer-back" function key. The caller waits and cannot hear what you say.

0 ... 9 Enter the number you wish to refer back to. Carry out refer-back call.

Press the "Refer-back" function key again. The refer-back call is ended and you can speak again to the first caller.

- You can also call the refer-back subscriber using a function key if it is set up as a partner key or has been assigned to that subscriber's number (as a destination key).

Switching between two external callers (brokering)

If you want to speak with a call party (e.g. 06975058) who has been put on hold:

Scroll to the `Return to 06975058` menu item.

OK Confirm your selection. The other caller is now waiting.

Forwarding callers

Your caller wishes to be connected to another extension:

Press the "Refer-back" function key. The caller waits and cannot hear what you say.

0 ... 9 Enter the number to which you want to forward the call.

Replace the handset. The refer-back extension will be connected to the first caller.

- You do not need to wait until the refer-back extension picks up the call.

Establishing several connections

Forwarding a second caller

If you receive a call during an existing call, e.g. from 06975058:

Scroll to the `Call from 06975058` menu item.

OK Confirm your selection. You are connected to the additional caller. The first caller is now on hold and cannot hear your other conversation.

Now you want to forward the additional caller, e.g. to call number 1234:

Press the "Refer-back" function key.

1 2 3 4 Enter the number of the extension you want to connect the caller to, in this example 1234. You can now announce the caller. The first party is put on hold.

Scroll to the `Transfer call to 06975058` menu item.

OK Confirm your selection. You will now be able to talk to the first party again.

Conference - connecting a subscriber to a call

During a call:

Scroll to the `Conference with ...` menu item.

OK Confirm your selection.

0 ... 9 Enter number of second conference participant. You can immediately hold a three-party conference once you are connected with the subscriber.

- Any participant can switch out of the conference. Replace the handset.
- If the third subscriber you are calling does not answer:
  - Select the `Cancel` menu item and confirm to switch back to the first participant or
  - press the Escape key to call another number or
  - select the `Return to Subs ...` menu item to return to the first participant.

Establishing several connections

Conference - connecting a party to a call using refer-back

During a call (e.g. with 06975058):

Press the "Refer-back" function key. The opposite party is put on hold.

0 ... 9 Enter number of second conference participant.
You can set up the conference once you are connected to this subscriber.

Scroll to the `Conference with 06975058` menu item.

OK Confirm your selection.

- Any participant can switch out of the conference. Replace the handset.
- If the third subscriber you are calling does not answer:
  - Select the `Cancel` menu item and confirm to switch back to the first participant or
  - press the Escape key to call another number or
  - select the `Return to Subs ...` menu item to return to the first participant.

Expanding conference to include another participant

While you are carrying out a conference call:

Scroll to the `Extend conference` menu item.

OK Confirm your selection.

0 ... 9 Enter the number of the new participant.
Once you are connected to the number, all the parties can talk to each other immediately.

- Conferences can be expanded to up to nine participants.
- Conferences with external participants are always limited to three participants.

Interconnecting conference partners

During the conference:

Replace the handset.

Establishing several connections

Conference, ending

During the conference:

All participants:

 Replace the handset.

Making calls without the handset

You can activate the loudspeaker of your telephone in order to hear the caller without having to use the handset.

You can also make a call using the handsfree function. You do not need to pick up the receiver in that case. You can also activate handsfree during a call and then continue the conversation with the receiver on-hook.

Contents

Listening to the opposite party over the loudspeaker (monitoring) *(→ p. 33)*
Making a call with the handset on-hook (handsfree) *(→ p. 33)*
Continuing a call in handsfree mode when the handset is off-hook *(→ p. 33)*
Handsfree - continuing the call using the receiver *(→ p. 33)*
Handsfree - ending a call *(→ p. 34)*
Tips for handsfree monitoring and handsfree calling *(→ p. 34)*

Making calls without the handset

Listening to the opposite party over the loudspeaker (monitoring)

While telephoning with the handset off-hook:

Press the "Monitoring/Handsfree" function key (LED goes out). You can then hear the caller through the built-in loudspeaker.

- The desired loudspeaker volume can be set using the keys "+ und "-.
- You can switch off the loudspeaker while monitoring by pressing the "Handsfree/ monitoring" function key twice (LED goes out).

Making a call with the handset on-hook (handsfree)

0 ... 9 Enter the call number.

Press the "Handsfree/monitoring" function key (LED flashes).

When the desired party answers, you can hear them over the loudspeaker and also talk to them with the receiver on hook.

- The LED next to the function key flashes whenever you switch to handsfree.
- If you want to make a handsfree call, you can also select the number from the call list or the redial list.
- If you have switched Direct dial *(→ p. 86)* on, you must first press the "Monitoring/ Handsfree" key and then enter the call number.

Continuing a call in handsfree mode when the handset is off-hook

During a call:

Press the "Handsfree/monitoring" function key **twice** (LED flashes).

Replace the handset.

You can hear the other party over the loudspeaker and you can also talk to them with the receiver on-hook.

Handsfree - continuing the call using the receiver

During a call in handsfree mode:

Lift the receiver (LED goes out).

Making calls without the handset

Handsfree - ending a call

While you are telephoning handsfree with the receiver on the hook:

- Press the "Monitoring/Handsfree" function key (LED goes out).

- You can also end the call with the Escape key.

Tips for handsfree monitoring and handsfree calling

Perhaps you can’t remember whether call monitoring or handsfree are actually activated? Here are a couple of simple tips:

- If the receiver is not on the hook, the "Handsfree/monitoring" function key toggles between call monitoring (LED on), handsfree (LED flashing) and normal telephone operation (LED off). None of these will end the call.
- If, however, the receiver is on the hook, the call will be ended the next time the key is pressed!

Using the call list

If you do not answer an external call, the caller's number will be stored in the call list together with the time and date of the call. You can display this list at any time and return calls to the subscribers entered in it.

You can also have other entries made in the call list, e.g. internal calls or conversations with external callers.

The list contains the ten most recent entries.

Contents

Symbols in the call list *(→ p. 36)*
Selecting an entry from the call list *(→ p. 37)*
Deleting an entry *(→ p. 37)*
Deleting all entries *(→ p. 37)*
Deleting entries automatically *(→ p. 38)*
Additional entries in the call list *(→ p. 39)*

Using the call list

Symbols in the call list

Examples of an entry in the call list:

!	06975056666	Th	12.06. 17:13	2*
	i-Wagner → 14		12.06. 16:34	
	i-Liszt	We	11.06. 08:21	
	Bach →7505606		11.06. 07.55	
	0691234567	We	11.06. 06:31	

					Meaning
!					New entry which has not yet been viewed
					Entry which has already been shown
					Call that you have had with an external caller
	06975056666				Phone number of caller
	Clark				Caller's name
	i-				Symbol for new internal number
		We	11.06. 06:31		Day and time of last call
				2*	The caller called twice
	Bach → 75056066				Caller and the number they called
	i-Wagner → 14				In the case of a call diversion to your telephone: Caller and the number of the telephone which has diverted

- Overlong entries will not fit in their entirety in the display. You can view the complete call list entry with the left and right arrows.
- You can accept a call list entry *(→ p. 51)* into the directory.

Using the call list

Selecting an entry from the call list

Press the "Call list" function key.

Scroll to the desired entry, e.g. `0069123456`.

Lift the handset.

- If both the name and number of the caller are stored in the phone book, the name of the caller will be shown in the call list instead of the number.
- If you want to return a call to a caller from the call list and a connection is made, the entry in the call list will be deleted automatically.
- If you return a call to a number in the call list, the call recipient will always be presented with the number he dialled.

Deleting an entry

Press the "Call list" function key.

Scroll to the desired entry, e.g. `0069123456`.

Clear Delete entry.

- If you want to return a call to a caller from the call list and a connection is established, the entry in the call list will be deleted automatically.

Deleting all entries

Press the "Call list" function key.

Scroll to the `Delete all entries` menu item.

OK Confirm your selection.

Using the call list

Deleting entries automatically

You can set call list entries to be deleted automatically after a certain time. You can protect individual entries from being deleted.

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm your selection.

Scroll to the `Applications` menu item.

Confirm your selection.

Scroll to the `... delete after:` menu item. The right window margin shows the time after which new call list entries will be automatically deleted.

Press several times if necessary until the desired time is displayed.

Exit menu. The new setting is saved.

- The new setting is only valid for **new** call list entries and has no effect on existing entries.
- You can select the following times: 10 minutes, 1 hour, 1 day, 1 week, 1 month or "off".

Protecting individual entries from automatic deletion

Press the "Call list" function key.

Scroll to the entry you want to protect, e.g. `0069123456`.

Confirm your selection.

Scroll to the `Do not delete auto.` menu item.

Confirm your selection. This entry will now not be deleted automatically.

Using the call list

Additional entries in the call list

You can set additional entries to be made in the call list.

- *Internal calls which you do not take:*
  Menu: Settings > Applications > Int. call list "
- *Conversations you have had with external callers:*
  Menu: "Settings > Applications > Call list "
- *The number that the caller dialed:*
  Menu: "Settings > Applications > Call display A→B"
- *Receiving calls with call divert set up:*
  Menu: "Settings > Applications > Call display RUL".
  Setting (A+B): Unanswered calls are recorded in the recipient's call list and the call list of the diversion destination.
  Setting (B): Unanswered calls are recorded in the recipient's call list and the call list of the diversion destination (default setting).
  Setting (A): Unanswered calls are only recorded in the recipient's call list.

Routing calls

You can route incoming calls to another extension. You can set this up both for your own and other telephones.

You can also route calls to your telephone.

In all these variants, you can choose

- whether this should always take place,
- only if the telephone is busy
- or only if the telephone is not answered within a specified time period.

You can arrange to have incoming calls signalled on both your own phone and another, external phone, e.g. your GSM mobile. This is called twinning.

You can also set up and change all call diverts from outside the telephone system.

Contents

Routing calls for your telephone *(→ p. 41)*
Routing calls to your telephone *(→ p. 42)*
Diverting calls for another telephone* *(→ p. 43)*
Signalling calls on two telephones (twinning) *(→ p. 44)*
Switch off route call *(→ p. 44)*
Changing call divert/twinning remotely* *(→ p. 45)*
Bundle diversion* *(→ p. 47)*
Changing bundle diversion* *(→ p. 47)*



- The time that elapses before call routing "after time" takes place is set globally for the system (0 - 300 seconds).

Routing calls

Diverting calls for your telephone

Press the "Call diversion" function key.

1 2 3 4 Enter the call number to which you would like calls to be diverted, e.g. to 1234. If it is an external number, you will also have to add an external line code (usually "0") in front of it.

Scroll to the `immediately (after time, on busy)` menu item.

OK Confirm your selection. The status indication `Divert to 1234-` appears in the display. In addition, a clock symbol is shown for call diversion after "after time" or a B for call diversion "on busy".

- If the number entered is stored in the phone book as a name, the name will appear automatically instead of the number.
- You can also press an appropriate destination or partner key instead of entering the call number.
- **Caution:** You can set up call numbers for which your telephone rings even when you have activated "Call diversion to, immediately" (note in the Call filter list *(→ p. 95)*).

Routing calls

Routing calls to your telephone

Press the "Menu" function key.

Scroll to the `Call divert` menu item.

Confirm selection.

Scroll to the `Follow me here` menu item.

Confirm selection.

1 2 3 4 Enter the internal number of the subscriber for whom you want to set up call routing to your own telephone, e.g. from 1234.

Scroll to the `immediately (after time, on busy)` menu item.

Confirm selection. The following status appears in the display `Route from 1234-`. In addition, a clock symbol is shown for call routing "after time" or a B for call routing "if busy".

- If the number entered is stored in the phone book as a name, the name will appear automatically instead of the number.
- You can also press an appropriate destination or partner key instead of entering the number.
- When you receive a diverted call, you will also be shown the number that the caller has dialled.

Routing calls

Diverting calls for another telephone*

Press the "Menu" function key.

Scroll to the `Call diversion` menu item.

Confirm your selection.

Scroll to the `Divert for` menu item.

Confirm your selection.

1 2 3 4 Enter the internal number of the subscriber for whom you want to set up call diversion to your own telephone, e.g. from 1234.

Accept the entry.

4 7 1 2 Enter the internal or external call number of the subscriber to whom the calls are to be diverted, e.g. 4712. You must add an external line code (usually "0") in front of an external call number.

Scroll to the `immediately (after time, on busy)` menu item.

Confirm your selection. The activated call diversion will be displayed.

Exit menu.

The displays for both subscribers involved will show the status displays `Call div. to 4712-` or `Call div. from 1234-`. In addition, a clock symbol is shown for call diversion after "after time" or a B for call diversion "on busy".

- If the numbers entered are stored in the phone book as names, the names will appear automatically instead of the numbers.
- You can also press an appropriate destination or partner key instead of entering the call number.

Routing calls

Signalling calls on two telephones (twinning)

Press the "Menu" function key.

Scroll to the `Call divert` menu item.

Confirm selection.

Scroll to the `Route to` menu item.

Confirm selection.

0 ... GHI 4 Enter the external line code (usually "0") and external number of the phone you want to ring when a call is received, e.g. 0012341234.

Scroll to the `Twinning` menu item.

Confirm selection.
The following status appears in the display `twinning 0012341234`.

If your T3 phone is now selected, the external phone will ring at the same time. You can take the call on either phone.

- If the number entered is stored in the phone book as a name, the name will appear automatically instead of the number.
- You can also press an appropriate destination or partner key instead of entering the number.
- Twinning and call divert "if busy" can be set up simultaneously.

Deactivate call divert/twinning

In the status menu:

Scroll to the desired call divert message, e.g. `Route to: 1234-`

Delete call routing.

Routing calls

Changing call divert/twinning remotely*

You can call your telecommunications system from outside to set up or change call diversion or twinning for your telephone or for other telephones. This is possible from any telephone with DTMF suffix dialling.

Calling the telecommunications system (telecommunications system connection)

0 6 9 7 5 0 5 Dial the phone number of your telecommunications system, e.g. 069 7505, from the external telephone.

8 9 Dial the remote settings access number for your system, e.g. 89. You will hear a dial tone as confirmation.

Now select the subscriber whose call diversion/twinning you wish to modify.

Dialling the subscriber whose call routing is to be changed

6 0 5 5 Enter the internal number of the subscriber whose call diversion you want to change.

1 2 3 4 Enter the subscriber's four- or six-digit PIN number e.g. 1234. You will hear a dial tone as confirmation.

Now continue with one of the following three options (a - c):

a) Routing calls to another telephone or mailbox (call routing to, twinning)

* 7 1 Press Star, 71.

1 Enter the dial code for the call diversion option, e.g. 1.

Dial code numbers for call routing options/twinning:
1 = immediately - 2 = on no answer - 3 = on busy - 4 = twinning

0 0 8 9 7 5 4 3 Enter the internal or external number to which calls are to be routed, e.g. 00897543. You must add an external line code (usually "0") in front of an external number.

Press the Hash key. You hear the acknowledgement tone.

Routing calls

b) Routing calls from an internal subscriber (Route from, follow-me)

* PQRS 7 0 Press Star, 70.

1 Enter the dial code for the call diversion option, e.g. 1.

Dial codes for call routing variations:
1 = immediately - 2 = on no answer - 3 = on busy

ABC 2 DEF 3 Enter the two- to four-digit internal number for the subscriber from whom the calls are to be routed. You hear the acknowledgement tone.

c) Deactivate call divert/twinning

PQRS 7 0 Press the hash key and then 70 for "Route from".

or

PQRS 7 1 Press the hash key, then 71, for "Call routing to".
You will hear an acknowledgement tone. The call routing is deactivated.

- "Changing call divert remotely" must be approved by your system administrator. They will also tell you the number to dial for remote settings access.
- If you have a telephone system with a multi-port connection, dial the MSN number for remote settings access directly. You can get this from the Service department.
- The Personal Identification Number (PIN) *(→ p. 61)* of the subscriber must differ from the default factory setting.
- For "Call diversion to": You do not need to enter an external number if you are calling from the same external telephone to which you want to route your calls. However, number transmission (caller ID) must be active for that telephone.

Routing calls

Bundle diversion*

The various exchange lines to your telephone system are grouped into so-called bundles. You can divert all calls arriving via a particular bundle (e.g. 7505-0) to an external destination.

Press the "Menu" function key.

Scroll to the `Call diversion` menu item.

Confirm your selection.

Scroll to the `Bundle 1 (2,3, ...)` menu item.

Confirm your selection.

0 MNO 6 ... JKL 5 1 Enter the external number to which all calls via this bundle are to be diverted, e.g. 069392751.

Confirm your selection. The status indication `Bundle 1 to ...` appears in the display.

- Call diversion takes place at the exchange. Internal users can telephone without hindrance.
- The cost of the diverted call is allocated to the subscriber who activated the diversion. The caller only pays the costs as far as the exchange.
- The call units for the diversion are not logged in the Integral telecommunications system.

Changing bundle diversion*

In the status menu:

Scroll to the desired call diversion, e.g. `Bundle 1 to 069392751`

Confirm your selection.

1 MNO 6 ... Enter additional digits and, if necessary, change the call number in the usual way.

Activate bundle call diversion to new external number.

Using the phone book

The phone book consists of a central and a personal section.

You can store up to 100 individual numbers with names in your personal phone book; these will only be available from your telephone. You can then dial these numbers quickly and easily. You can modify personal phone book entries yourself.

Up to 800 numbers and names can be stored in the central phone book; these are available to all users. You can also enter and change these entries if you have appropriate access rights.

Contents

Entering a new number in your individual phone book *(→ p. 49)*
Selecting an entry from the phone book *(→ p. 49)*
Editing entries in the phone book *(→ p. 50)*
Saving redial numbers in the phone book *(→ p. 50)*
Saving a call list entry in the phone book *(→ p. 51)*
Entering new numbers in the general phone book *(→ p. 51)*

Using the phone book

Entering a new number in your individual phone book

Press the "Phone book" function key.

Scroll to the `New indiv. entry` menu item.

OK Confirm your selection. The next free code number will be automatically entered as the destination.

1 2 ABC ... Enter the call number.

OK Confirm the number.

... Enter the name.

OK Confirm the name and add the complete entry to the personal phone book.

- It may be necessary to enter an external line code and a dial pause before an external number. You can obtain more information from your telephone system administrator.
- If you want to enter an internal number, you must select and confirm the `Internal call number` menu item before making the entry.
- The first phone book entries (from destination number 900 onwards) are also automatically assigned to display keys. All available levels (from the second level) are thus "filled".

Dialling an entry from the directory

... Enter one or more first letters of the name until the desired subscriber is shown.

Lift the handset. The destination is called.

- You can also scroll to the desired number using the arrow keys.
- You can select which number to present to the call *(→ p. 23)* recipient.

Using the phone book

Editing entries in the phone book

Press the "Phone book" function key.

... Enter one or more first letters of the name until the desired subscriber is shown.

Confirm your selection.

Scroll to the `Edit` menu item.

Confirm your selection. Edit the number.

Confirm your selection. Edit the name.

Accept new settings.

- Call numbers you have stored in the phone book without a name can be found there under the name " " (space).

Saving redial numbers in the phone book

Press the "Redial" function key.

Scroll to the desired entry, e.g. `0069123456`.

Confirm your selection.

Scroll to the `Phone book entry` menu item.

Confirm your selection.

... Enter a name for this number if required.

Save in phone book.

- If you have entered a number without a name, you can edit the entry later and save it under a name.

Using the phone book

Saving a call list entry in the phone book

Press the "Call list" function key.

Scroll to the desired entry, e.g. `0069123456`.

Confirm your selection.

Scroll to the `Phone book entry` menu item.

Confirm your selection.

... Enter a name for this number if required.

Save in phone book.

- If you have entered a number without a name, you can edit the entry later and save it under a name.

Entering new numbers in the general phone book

Press the "Phone book" function key.

Scroll to the `New general entry` menu item.

Confirm your selection. The next free general code number will be automatically entered as the destination.

1 2 ABC ... Enter the call number.

Confirm the number.

... Enter the name.

Confirm the name and save the complete entry in the general phone book.

- It may be necessary to enter an external line code and a dial pause before an external number. You can obtain more information from your telephone system administrator.
- If you want to enter an internal number, you must select and confirm the `Internal call number` menu item before making the entry.

Setting reminders (appointments)

You can have your telephone remind you of important appointments. You can enter and be reminded of up to three appointments. You can select whether you want to be reminded once, on several days or every day.

At the time of the appointment, a signal tone sounds and the message you have entered for the appointment appears on the display.

You can delete entered appointments one by one for specific times.

Contents

Viewing an appointment *(→ p. 53)*
Entering an appointment for today *(→ p. 53)*
Entering a one-off appointment *(→ p. 54)*
Entering a recurring appointment *(→ p. 55)*
Switching off appointment signal *(→ p. 56)*
Deleting an appointment *(→ p. 56)*
Setting appointments for others *(→ p. 56)*

Setting reminders (appointments)

Viewing an appointment

Press the "Appt." function key. All the set appointments will be shown.

Entering an appointment for today

Press the "Appt." function key. All the set appointments will be shown.

Scroll to the `--.--:--` menu item.

Confirm your selection.

Scroll to the `Today` menu item.

Confirm your selection.

1 4 5 0 Enter the time in the form "hours minutes" with no spaces, e.g. "1450" for 14:50 hrs.

Scroll to a standard text if required.

Confirm selection if required.

... Enter or add any desired text.

Accept the whole text.
At the specified time, a signal tone will sound and the text you have entered will be displayed.

- The maximum text length is 24 characters.
- Appointments that have expired are deleted from the appointments list.
- To be able to select from standard texts, these must first have been entered into the system.

Setting reminders (appointments)

Entering a one-off appointment

Press the "Appt." function key. All the set appointments will be shown.

Scroll to the – . – . – : – menu item.

OK Confirm your selection.

0 GHI 4 0 TUV 8 1 GHI 4 JKL 5 0 Enter the date and time in the form "day month hours minutes" with no spaces, e.g. "04081450" for 4 August at 14:50 hrs.

Scroll to a standard text if required.

OK Confirm selection if required.

... Enter or add any desired text.

OK Accept the whole text.
At the specified time, a signal tone sounds and the text you have entered is displayed.

- The maximum text length is 24 characters.
- Appointments that have expired are deleted from the appointments list.
- To be able to select from standard texts, these must first have been entered into the system.

Setting reminders (appointments)

Entering a recurring appointment

Press the "Appt." function key. All the set appointments will be shown.

Scroll to the `--.--:--` menu item.

Confirm your selection.

Scroll to the `Recurring appointment` menu item.

Confirm your selection. You are shown all the days of the week in abbrieviated form for which the recurring appointment applies.

Select day of week if required to change standard setting.

Confirm your selection. The setting for this day is changed and the initial letter of the corresponding day appears or disappears.

Select another day of the week if required.

Confirm selection if required. The settings for these days are changed.

1 GHI 4 JKL 5 0 Enter the time in the form "hours minutes" with no spaces, e.g. "1450" for 14:50 hrs.

Scroll to a standard text if required.

Confirm selection if required.

... Enter or add any desired text.

Accept the whole text.
A signal tone will sound at the specified time on every day you have set and the text you have entered will be displayed.

- Appointment reminders are enabled for Monday to Friday by default.
- Select `Daily` to be reminded of the appointment every day of the week.
- To be able to select from standard texts, these must first have been entered into the system.

Setting reminders (appointments)

Switching off appointment signal

Your telephone reminds you with a signal tone at the set appointment time.

Scroll to the corresponding appointment, e.g. `Appointment 1` A message text will appear if one has been entered.

OK Confirm the appointment. The signal tone stops and the appointment reminder will be deleted in the display.

Deleting an appointment

Press the "Appointments" function key.

Scroll to the appointment you want to delete.

OK Confirm your selection.

Scroll to the `Delete` menu item.

OK Confirm your selection. The appointment is deleted.

Setting appointments for others

Press the "Menu" function key.

Scroll to the `Appointments` menu item.

OK Confirm your selection.

Scroll to the `Appointment for others` menu item.

OK Confirm your selection.

MNO 6 0 JKL 5 MNO 6 Enter the internal call number of the subscriber for whom you wish to set an appointment, e.g. "6056".

Scroll to a standard text if required.

All existing appointments for this subscriber will be displayed.

Now enter the new appointment just as you would your own appointments.

Viewing charges*

During a call, you can view the currently incurred charges in the local currency or in euros.

You can view the charges for the most recent call.

All call charges incurred since the last reset are stored and totalled in your telephone system for each user. You can examine the charges for each user and each line separately.

Furthermore your telephone system can also record and total the call charges separately for single projects or for private calls.

Contents

Viewing the charges for the last call* *(→ p. 58)*
Viewing the total charges for a subscriber* *(→ p. 58)*
Viewing the total charges for a line* *(→ p. 58)*
Viewing total of all charges* *(→ p. 58)*
Deleting call charges* *(→ p. 59)*
Switching the charge display to local currency* *(→ p. 59)*

- In the case of a conference with two external subscribers, the sum of the charges for both external connections is shown.

Viewing charges*

Viewing the charges for the last call*

Press the "Menu" function key.

Scroll to the `Charges` menu item.

Confirm your selection.

Viewing the total charges for a subscriber*

Press the "Menu" function key.

Scroll to the `Charges` menu item.

Confirm your selection.

Scroll to the `Total subs.` menu item.

Load the charge display.

1 9 Enter user extension number, e.g. 19.

Viewing the total charges for a line*

Press the "Menu" function key.

Scroll to the `Charges` menu item.

Confirm your selection.

Scroll to the `Total line` menu item.

Confirm your selection.

0 1 Enter the line, e.g. "01" for line 1.

- Instead of entering a line number, you can simply press the corresponding line key.

Viewing total of all charges*

Press the "Menu" function key.

Scroll to the `Charges` menu item.

Confirm your selection.

Viewing charges*

Deleting call charges*

Press the "Menu" function key.

Scroll to the `Charges` menu item.

Confirm your selection.

Select the charge display you want to clear: e.g. scroll to the `Total charges` menu item.

Load the charge display.

Scroll to the `Delete call charges` menu item.

Delete the charges.

Switching the charge display to local currency*

Press the "Menu" function key.

Scroll to the `Charges` menu item.

Confirm your selection.

Scroll to the `Euro -> Local currency` menu item.

Switch the charge display to local currency.

- To switch the charge display back to euros: press the OK key again.

Locking the telephone

You can protect your telephone against unauthorized use by locking it with a PIN (personal identification number). You can enter this PIN yourself and change it at any time.

The following functions are still available when the phone is locked:

- Answer all calls
- Dial internal call numbers

Contents

Changing the PIN (Personal Identification Number)* *(→ p. 61)*
Locking the telephone *(→ p. 61)*
Unlocking the telephone *(→ p. 61)*

Locking the telephone

Changing the PIN (Personal Identification Number)*

Press the "Lock" function key.

Scroll to the `Set PIN` entry.

Confirm your selection.

0 ... 9 Enter the current four-digit PIN.

0 ... 9 Enter the new four digit PIN.

- The default setting for the PIN is "0000".
- If you make a mistake when entering your PIN: press the Escape key and start again from the beginning.

Locking the telephone

Press the "Lock" function key.

Scroll to the `Lock telephone` menu item.

Confirm your selection. The telephone is now locked.

- If your telephone is locked, you will hear a special dial tone *(→ p. 130)*.

Unlocking the telephone

On the idle display:

Scroll to the status message `Phone locked`.

Confirm your selection.

0 ... 9 Enter the current four-digit PIN.

Sending and receiving messages

If a subscriber in your system does not answer the phone or the line is busy, you can send a text message. Text messages can only be received by telephones equipped with a display. A maximum of 10 messages can be accepted.

You can also make announcements to subscribers in your telephone system via the loudspeakers fitted in the telephones. You can address individual subscribers, a selected group or all subscribers. The announcement can be answered directly if this function is enabled.

Contents

Viewing and deleting received text messages *(→ p. 63)*
Writing and sending your own text message *(→ p. 63)*
Selecting a prepared text message and sending it to individual subscribers *(→ p. 63)*
Selecting prepared text message and sending to all subscribers *(→ p. 64)*
Writing a text message for an internal caller *(→ p. 64)*
Announcement *(→ p. 65)*
Announcement to called subscriber *(→ p. 65)*
Replying to an announcement *(→ p. 65)*

Sending and receiving messages

Viewing and deleting received text messages

Scroll to the message in the status menu. You will be shown the sender and the message, e.g. `Miller: Coffee`.

Clear Delete the message.

- An alert tone sounds when a message arrives.
- If you do not want to delete a message, you can quit the message with the Escape key.

Writing and sending your own text message

Press the "Message" key.

... Enter the desired text.

OK Confirm the text.

4 7 1 2 Enter call number, e.g. 4712. The text message will be sent immediately.

Selecting a prepared text message and sending it to individual subscribers

Press the "Message" key. Prepared messages will be displayed.

Scroll to the desired text, e.g. `Meeting`.

OK Confirm your selection.

... Change or add to the message in the usual way if required e.g. to include a name or time.

OK Confirm the text.

4 7 1 2 Enter call number, e.g. 4712. The text message will be sent immediately.

- To be able to select from standard texts, these must first have been entered into the system.

Sending and receiving messages

Selecting prepared text message and sending to all subscribers

Press the "Message" key. Prepared messages will be displayed.

Scroll to the desired text, e.g. `Meeting`.

Confirm your selection.

... Change or add to the message in the usual way if required e.g. to include a name or time.

Scroll to the `Message to all` menu item.

The message to all subscribers will be sent immediately.

- To be able to select from standard texts, these must first have been entered into the system.

Writing a text message for an internal caller

Press the "Message" key. Prepared messages will be presented.

Scroll to the desired text, e.g. `Meeting`.

Confirm your selection.

... Change or add to the message in the usual way if required e.g. to include a name or time.

Scroll to the `Message to caller` menu item.

The text message is saved. It appears on the display of any internal caller who tries to call you.

Sending and receiving messages

Announcement

Lift the handset.

Scroll to the `Announce` menu item.

Confirm your selection.

Select who you want to send the announcement to, e.g. `Announcement to Group 1`.

Confirm your selection. You can now make your announcement.

- When you want to make an "Announcement to all subs.", you can also simply press the "Announce" function key and make your announcement.

Announcement to called subscriber

You call an internal subscriber. Their telephone rings.

Press the "Announce" function key. You can now make your announcement.

- The called subscriber can answer an announcement directly: lift the receiver.

Replying to an announcement

You have heard an announcement.

Lift the handset.

Scroll to the `Answer announcement` menu item.

Confirm your selection. The caller who made the announcement is called.

Outside business hours (night service)*

You can activate a desired night service at any time. The system can activate night service automatically at programmed times.

Press the "Menu" function key.

Scroll to the `Night service` menu item.

Confirm your selection. An active night service will be indicated by "On".

Scroll to the `Night service 1 (or 2, 3, Auto Night Service)` menu item.

Switch selected night service on or off.

Exit menu. The night service is activated immediately ("Auto. Night Service" only at the programmed times).

- Only the last activated night service becomes effective in each case. All night services that were previously activated are deactivated.
- You can also activate night service 1 by pressing the "Night service" function key.
- You must program the times when you want the system to automatically activate a night service (see Integral 5 manual).
- The calling stations for the night service *(→ p. 98)* can be set in the menu "Settings > System functions".

Telephoning with partners

A partner can be any internal subscriber to your telecommunications system. You can set up partner keys. These can be display keys or other function keys *(→ p. 78)* . The display or the LEDs in the function keys provide information about the activities of each partner.

You can set your telephone to sound a short tone whenever one of your partners receives a call (partner beep).

Contents

Calling partners *(→ p. 68)*
Answering a call for a partner *(→ p. 68)*
Information about partners on display keys *(→ p. 68)*
Activating partner beep *(→ p. 69)*



- You can set up all the freely programmable function keys and the first 10 display keys (first level) as partner keys.

Telephoning with partners

Calling partners

Press the key for the desired partner.

Lift the handset.

Answering a call for a partner

A partner telephone rings and the corresponding display flashes:

Press the partner key and wait until your telephone rings.

Lift the handset.

Information about partners on display keys

The following information is shown in the display fields.

Bach	Partner is free
Bach ▶	Partner has set up call diversion to ...
Bach ◀	Partner is set as destination for a call diversion
Bach	Partner busy (on a call, or receiver off-hook) (name is shown in reverse video)
Bach ⇄ 🔔	Partner is being called internally (*slow* flashing of name and bell alternately)
Bach ⇄ 🔔	Partner is being called externally (*fast* flashing of name and bell alternately)

Telephoning with partners

Activating partner beep

Press the "Menu" function key.

Scroll to the `Settings` menu item.

OK Confirm your selection.

Scroll to the `Display / Acoustics` menu item.

OK Confirm your selection.

Scroll to the `Partner beep` menu item.

OK Confirm your selection. All partner indications in the display that have partner beep activated will flash: The name and a bell appear alternately.

Press the partner keys to switch partner beep on or off for those partners.

ESC Exit menu. The new setting is saved.

Setting audio, contrast and language

You can modify various audio settings and the display contrast to suit your requirements.

You can deactivate the ring tone.

You can change the language for the text display via the language setting. The available languages are English, French and German.

Contents

Set contrast *(→ p. 71)*
Set acoustics *(→ p. 72)*
Set handsfree *(→ p. 73)*
Do not disturb *(→ p. 73)*
Setting the language *(→ p. 74)*

Setting audio, contrast and language

Set contrast

You can quickly modify the display of your telephone to suit changing environmental conditions (e.g. sun dazzle).

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm selection.

Scroll to the `Display / Acoustics` menu item.

Confirm selection.

Scroll to the `Acoustics / contrast` menu item.

Confirm selection.

Scroll to the `Contrast` menu item.

Increase or decrease the setting. The new setting takes immediate effect.

Exit menu.

- You can access the acoustics and contrast menu directly from your telephone's basic status using the "+" und "-" keys.
- You can also change any setting by pressing the numeric key for the desired setting.
- If you want to reset the acoustic and contrast settings to the as-supplied status, scroll back to the `Default setting` menu item and confirm using the OK key.

Setting audio, contrast and language

Set acoustics

You can adjust the volume of the ringtone, the handset and the monitoring loudspeaker.
You can set a different sound for each type of call. The different call types are:

- Internal call: Internal call
- External call: Call from outside your telecommunications system
- Message call: When a message is received
- VIP ringtone: Call from an entry in the call filter list

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm selection.

Scroll to the `Display / Acoustics` menu item.

Confirm selection.

Scroll to the `Acoustics / contrast` menu item.

Confirm selection.

Scroll to the desired menu item.

Increase or decrease the setting. New ring settings are sounded immediately so you can check them.

If necessary scroll to further menu options and change their settings.

Exit menu.

The new settings have been saved.

- You can access the acoustics and contrast menu directly from your telephone's basic status using the "+" und "-" keys.
- If you want to reset the acoustic and contrast settings to the as-supplied status, scroll back to the `Default setting` menu item and confirm using the OK key.

Setting audio, contrast and language

Setting handsfree

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm your selection.

Scroll to the `Display / Acoustics` menu item.

Confirm your selection.

Scroll to the `Acoustics / Contrast` menu item.

Confirm your selection.

Scroll to the `Handsfree` menu item.

Increase or decrease the setting.

Exit menu.

The new settings are then saved.

- There are four possible settings for handsfree mode:
  Level 1: Normal connection (medium volume)
  Level 2: Quiet or long-distance connection
  Level 3: Loud connection, purely digital or internal connection
  Level 4: When you have connected an additional loudspeaker.
- Level 3 is normally the best setting if you are using your telephone's built-in loudspeaker.

Do not disturb

If you do not wish to be disturbed, you can temporarily deactivate the ringing tone.

Press the "Do not disturb" function key.

- **Caution:** You can set up call numbers for which your telephone rings even when you have activated "Do not disturb" (Call filter *(→ p. 95)*).
- You can still make internal and external calls yourself without any restrictions even when you have activated "Do not disturb".
- The caller hears an engaged tone or an announcement if you have switched on "Do not disturb".

Setting audio, contrast and language

Setting the language

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm your selection.

Scroll to the `Display / Acoustics` menu item.

Confirm your selection.

Scroll to the `Language` menu item.

Confirm your selection. The currently set language is highlighted.

Select the desired language.

Exit menu. Your telephone will reset itself.

All display texts will now be in the selected language.

Assigning functions/phone numbers to keys

Functions *(→ p. 124)* and call numbers which you frequently use can be assigned to display keys or to freely programmable function keys. You can then execute these functions or dial the call numbers simply at the press of a key.

You can assign partners to display keys or other function keys. The display or LEDs, if present, will then inform you about the telephone status of each partner.

Contents

Displaying the key assignment *(→ p. 76)*
Assigning functions to keys *(→ p. 76)*
Assigning destinations to keys *(→ p. 77)*
Assigning lines to keys *(→ p. 77)*
Assigning partners to keys *(→ p. 78)*
Deleting key assignments *(→ p. 78)*
Function keys with LEDs *(→ p. 78)*
Labelling function keys *(→ p. 80)*

- If you reprogram the function keys, different operating procedures could result.
- Functions already assigned to keys no longer appear in the menu.

Assigning functions/phone numbers to keys

Displaying the key assignment

You can view on your telephone display which function, destination, partner or line has been assigned to any key of your telephone or of your DSS module.

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm your selection.

Scroll to the `Function keys` menu item.

Confirm your selection. The description and current assignment of all keys will be displayed.

Press the desired key. The description and current assignment of this key will be displayed.

Assigning functions to keys

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm your selection.

Scroll to the `Function keys` menu item.

Confirm your selection. The description and current assignment of all keys will be displayed.

Scroll to the keys you want to change or assign.

Confirm your key selection.

Scroll to the function you want to assign to the key, e.g. `Charges`.

Confirm your selection.

- You can display the assignment of all the user-programmable function keys using the arrow keys.
- The handsfree, mute, menu, redial and refer-back call function keys have fixed assignments and cannot be changed.
- You can only set up one function key for each function. When you allocate a function to a new function key, the old function key is automatically cleared.
- You can only assign functions to the first level display keys.
- Display keys to which functions are assigned can be recognised by a black triangle in the top right-hand corner. If this triangle is not solid, the function is switched on.

Assigning functions/phone numbers to keys

Assigning destinations to keys

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm your selection.

Scroll to the `Function keys` menu item.

Confirm your selection. The description and current assignment of all keys will be displayed.

Scroll to the function key you want to change or assign.

Confirm your key selection.

Scroll to the `Destination key` menu item.

Confirm your selection. The call numbers or names stored in your individual phone book are displayed.

Scroll to the destination you want to assign to this key.

Confirm your selection. You can now call the destination with this key.

- The first entries in your individual phone book (from destination number 900) are automatically assigned to display keys *(→ p. 49)*. All available levels (from the second level) are thus "filled".
- If the number of levels with display keys is not sufficient, please consult Avaya service.

Assigning lines to keys

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm your selection.

Scroll to the `Function keys` menu item.

Confirm your selection. The description and current assignment of all keys will be displayed.

Scroll to the function key you want to change or assign.

Confirm your key selection.

Select the line you want to assign to the function key, e.g. `Line 2`.

Confirm your selection. You can now seize line 2 with this key.

Assigning functions/phone numbers to keys

Assigning partners to keys

You can assign partners to keys. The LED, if present, shows you the status of their telephone. You will have even more information on their telephone status if you allocate them to a display key *(→ p. 68)* .

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm your selection.

Scroll to the `Function keys` menu item.

Confirm your selection. The description and current assignment of all keys will be displayed.

Scroll to the keys you want to change or assign.

Confirm your key selection.

Scroll to the `Partner` menu item.

Confirm your selection. All internal users will be displayed.

Select the subscriber whose call number you want to assign to the key.

Confirm your selection. The user is now set up as a partner and is accessible directly via this key.

Deleting key assignments

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm your selection.

Scroll to the `Function keys` menu item.

Confirm your selection. The description and current assignment of all keys will be displayed.

Scroll to the function key or display key whose assignment you want to delete.

Confirm your key selection.

Scroll to the uppermost `Delete` menu item.

Confirm your selection. The key now has no function.

Function keys with LEDs

Your telephone has six programmable function keys with LED indication. The LED shows you the current status of the key function, e.g. you can see whether the corresponding function is turned on or off.

Assigning functions/phone numbers to keys

LED display on function keys

Function	LED
Call list	On: entries Flashing: new entries
Divert from (to)	On: call diversion is active
Anonymous call	On: active
Appointments	On: set Flashing: expired
Message	Flashing: message received
Night service [auto., 1-3]	On: night service active
Lock	On: Phone locked
Programming	On: telephone in programming mode
Do not disturb	On: function on

LED display on line keys

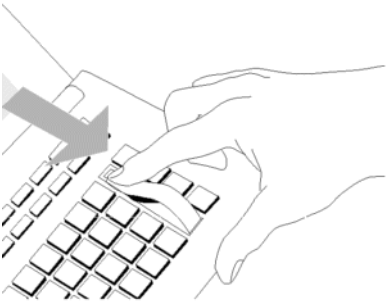
Status of the line	LED
Free	Off
Busy	On
Calling / recalling	Flashing quickly
Waiting	Flashing slowly
Allocated	Flashing slowly

LED display on partner keys

Status of partner	LED
Free	Off
Free / call diversion to ... active	Off
Free / call diversion destination	Off
Busy	On
Receiving external call	Flashing quickly
Receiving internal call	Flashing slowly

Assigning functions/phone numbers to keys

Labelling function keys



By default all function keys are pre-assigned with frequently used functions. You can insert the labelling strips next to the corresponding rows of function keys, . These can be found on the supplied sheet.

You can use the spare label strips on the sheet (for entries in handwriting) if you happen to change the assignment of the function keys.

Changing general settings

You can specify how your telephone normally establishes a connection. This includes all settings that help you to telephone more conveniently: For instance, automatic handsfree, automatic exchange line seizure or number of redials.

You can suppress the indication of another call while you are on the telephone.

For external calls, you can specify whether a number is passed to the subscriber.

You can also specify whether this is your internal extension number or only the company telephone number.

For each call you can view the number dialled by the caller.

You can set up your telephone so that it does not ring for group signalling, e.g. general call.

You can define exceptions to "Do not disturb".

You can also select whether you want to use a headset that is connected.

Contents

Automatic handsfree after dialling *(→ p. 82)*
LN on dialling *(→ p. 82)*
Line / off-hook *(→ p. 83)*
Number of redials *(→ p. 83)*
Redial every x seconds *(→ p. 84)*
Automatic handsfree for incoming call *(→ p. 84)*
Number display for outside calls *(→ p. 85)*
Direct dial *(→ p. 86)*
Deactivating second call *(→ p. 86)*
Code* *(→ p. 87)*
Extended display *(→ p. 87)*
VIP call (pager)* *(→ p. 88)*
Hunt group *(→ p. 88)*
General call *(→ p. 89)*
Setting up headset* *(→ p. 89)*
Selecting alphanumeric keypad* *(→ p. 93)*
Serial call *(→ p. 94)*
Call filter *(→ p. 95)*

Changing general settings

Automatic handsfree after dialling

When you call an external subscriber: you can set your telephone to switch automatically to handsfree.

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm your selection.

Scroll to the `Dial settings` menu item.

Confirm your selection.

Scroll to the `Autom. handsfree` menu item. An indication on the right hand side of the window shows whether the function is on or off.

Switch the function on or off. The new status is displayed.

Exit menu. The new setting is saved.

LN on dialling

You can automatically seize an exchange line every time you dial with the receiver on the hook. You then never have to dial the external line code.

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm your selection.

Scroll to the `Dial settings` menu item.

Confirm your selection.

Scroll to the `LN on dialling` menu item. An indication on the right hand side of the window shows whether the function is on or off.

Switch the function on or off. The new status is displayed.

Exit menu. The new setting is saved and a status message appears.

- If you have switched on "LN on dialling", you must first press the refer-back key to make an internal call.

Changing general settings

Line / off-hook

You can automatically seize an external line whenever you lift the receiver. You then never have to dial the external line code.

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm your selection.

Scroll to the `Dial settings` menu item.

Confirm your selection.

Scroll to the `Line / off-hook` menu item. An indication on the right hand side of the window shows whether the function is on or off.

Switch the function on or off. The new status is displayed.

Exit menu. The new setting is saved.

- If you have switched on "Line / off-hook", you must first press the refer-back key to make an internal call.

Number of redials

If you have activated automatic redial *(→ p. 24)*: you set here how often dialling is to be repeated automatically.

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm your selection.

Scroll to the `Dial settings` menu item.

Confirm your selection.

Scroll to the `Number of redials` menu item. The number of redial operations currently set is shown in brackets.

If necessary, press several times to select the desired number of redials.

Exit menu. The new setting is saved.

- You can choose between 0, 3, 5 or 10 redials.
- If the setting is "0", the `Auto. redial` menu item is removed.

Changing general settings

Redialling every x seconds

If you have activated automatic redial *(→ p. 24)* : you set here the time that elapses before your telephone redials automatically.

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm your selection.

Scroll to the `Dial settings` menu item.

Confirm your selection.

Scroll to the `Redial every` menu item. The currently specified time interval between two redials is shown in brakkets.

If necessary, press several times to select the desired time interval between redials.

Exit menu. The new setting is saved.

- You can select times of 15, 30, 60, 90 or 120 seconds.

Automatic handsfree when called

If you switch on this function, your telephone automatically accepts all internal calls. On receiving a call, you hear a short attention tone and you can then speak in handsfree mode to the caller immediately without pressing any key and without picking up the receiver.

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm your selection.

Scroll to the `Dial settings` menu item.

Confirm your selection.

Scroll to the `Handsfr. answ-back` menu item. An indication on the right hand side of the window shows whether the function is on or off.

Switch the function on or off. The new status is displayed.

Exit menu. The new setting is saved and a status message appears.

- When your caller terminates the call, a new call can be taken immediately.

Changing general settings

Number display for outside calls

For external calls, you can specify whether a number is passed to the subscriber. You can also specify whether this is your internal extension number or only the company telephone number.

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm selection.

Scroll to the `Dial settings` menu item.

Confirm selection.

Scroll to the `Remote no. disp.` menu item.

If necessary, press the key for the required setting several times:

- `off`, to switch the number display off completely,
- `own`, to send your internal extension number (e.g. 7505-12)
- `Master`, to send only your company telephone number (e.g. 7505-0).

Exit menu. The new setting has been saved.

- This feature must be supported by your network provider.
- You can also suppress number display for the next call only (Anonymous calling *(→ p. 26)*).
- If enabled in your system, before each external call you will be offered various numbers with which to present *(→ p. 23)* yourself.

Changing general settings

Direct dial

When you set this function to "off", you can first type in a whole call number and then dial it as a block. You can then check the call number again and correct it if necessary.

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm your selection.

Scroll to the `Dial settings` menu item.

Confirm your selection.

Scroll to the `Direct dial` menu item. An indication on the right hand side of the window shows whether the function is on or off.

Switch the function on or off. The new status is displayed.

Exit menu. The new setting is saved.

Deactivating second call

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm your selection.

Scroll to the `Dial settings` menu item.

Confirm your selection.

Scroll to the `Second call` menu item. An indication on the right hand side of the window shows whether the function is on or off.

Modify the setting. The new status is displayed.

Exit menu. The new setting is saved.

- If you are making a call and have switched off second call, a caller will receive the busy signal.

Changing general settings

Code*

Every outgoing and incoming call can be assigned a code number. This enables the call to be assigned to a project or client number.

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm your selection.

Scroll to the `Dial settings` menu item.

Confirm your selection.

Scroll to the `Code` menu item. If already set up, the current code number is displayed.

Confirm your selection.

Change code or delete using .

Exit menu. The new code number is then saved. It will be displayed for every external call.

- The code number can also be displayed during an external call.

Extended call display

You can set your telephone to always display not only the caller's number or name but the number which they dialled.

This tells you whether the caller wants to speak to service or the workshop, for example.

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm selection.

Scroll to the `Applications` menu item.

Confirm selection.

Scroll to the `Call display A->B` menu item.

Confirm selection.

Exit menu. The setting is saved.

Changing general settings

VIP call (pager)*

If a VIP call (pager) has been set up for your telephone: you can temporarily remove calls from the VIP call signalling. Calls are no longer signalled, e.g. on a pager or logged.

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm selection.

Scroll to the `Applications` menu item.

Confirm selection.

Scroll to the `VIP call` menu item. An on/off indication on the right hand side of the window shows whether the VIP call is set for your telephone.

Temporarily switch VIP call off or back on. The new status is displayed.

Exit menu. The new setting has been saved.

Hunt group

If your telephone is assigned to one or more hunt groups: You can temporarily remove your telephone from these hunt groups.

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm your selection.

Scroll to the `Applications` menu item.

Confirm your selection.

Scroll to the `Hunt group` menu item. An on/off indication on the right hand side of the window shows whether your telephone is currently assigned to a hunt group (on) or not (off).

Temporarily remove yourself from hunt groups or rejoin (on). The new status is displayed.

Exit menu. The new setting is saved and is briefly displayed as an information message.

Changing general settings

General call

An incoming external call will be signalled on all the telephones in your system if you have not set up an answering station (general call). You can set up your telephone so that it does not ring for a general call.

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm your selection.

Scroll to the `Applications` menu item.

Confirm your selection.

Scroll to the `General call` menu item. An on/off indication on the right hand side of the window shows whether your telephone will ring in the case of a general call (on) or not (off).

Switch general call on or off. The new status is displayed.

Exit menu. The new setting is saved and is briefly displayed as an information message.

Setting up headset*

You can set whether you want to use a connected headset.

You can set the default volume for a headset connected to the headset link.

You can set side tone and a wake-up tone for all headsets.

- Notes onoperating the headset *(→ p. 112)* can be found in the chapter on add-on equipment.

Changing general settings

Headset - enabling/disabling use*

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm your selection.

Scroll to the `Applications` menu item.

Confirm your selection.

Scroll to the `Headset` menu item.

Confirm your selection.

Scroll to the `Headset` menu item. The right margin of the window will either show the link slot in which you can use a connected headset (e.g. slot 1), or not (off).

Press several times if needed. Select the link slot in which the link with the connected headset is plugged, or switch headset use to "(off)".

Exit menu. The new setting is saved.

- If you have enabled use of the headset, the Monitoring/handsfree function key will have a modified function *(→ p. 112)*.
- If you have plugged in a headset link, only that slot will be presented as an option for headset use.
- When two CTI/Audio links are plugged in and you specify the wrong slot, you cannot use the headset.
- The inner slot is slot 1.

Changing general settings

Headset - receiver volume*

You can change the default setting for headset volume independently of the volume of your telephone.

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm your selection.

Scroll to the `Applications` menu item.

Confirm your selection.

Scroll to the `Headset` menu item.

Confirm your selection.

Scroll to the `HSG volume` menu item. The current setting is shown on the right.

6 Press the digit key for the desired volume, e.g. "6". The new status is displayed.

Exit menu. The new setting is saved.

- **Caution: prevent damage to your hearing!**
  If you use a headset continually, loud sounds in the earphone can, over a long period of time, lead to hearing damage. Therefore, always reduce the volume during loud conversations to a pleasant level (use the "-" key).

Changing general settings

Headset - side tone / wake-up tone*

For headsets which have "side tone" implemented internally, it is recommended to switch this function off here. Otherwise, you will hear your voice too loud or doubled in the headset earphone.

When using headsets which go into an idle mode after a certain time, it is recommended to switch on the wake-up tone. That way you avoid the caller's first words being lost.

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm your selection.

Scroll to the `Applications` menu item.

Confirm your selection.

Scroll to the `Headset` menu item.

Confirm your selection.

Scroll to the `Side tone` or `Wake-up tone` menu item. An indication on the right hand side of the window shows whether the function is on or off.

Press this key to change the setting.

Exit menu. The new setting is saved.

Changing general settings

Selecting alphanumeric keypad*

If your telephone has a keypad with nothing printed on the keys, you can place one of the three lettering templates provided over the keypad. When the telephone is put into commission, letters will automatically be assigned to the keys. Here you can select the lettering scheme which will be used for this. If you want to use a different template, you can change the letter assignment at any time:

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm your selection.

Scroll to the `Keypad` menu item.

Confirm your selection.

Select the desired keypad layout, e.g. `QWERTY`.

Confirm your selection.

When you reboot the telephone, the desired lettering scheme will be set.

- The names of the layouts represent the letters assigned to the five top left letter keys.
- The `QWERTZ` keyboard template is set as the default.
- The telephone keyboard will **not** be changed while the telephone is on.

Changing general settings

Serial call

When you switch on serial call, an external party whom you have forwarded to another extension will be switched back to you after the end of that call. You can then forward the caller again.

Initiating serial call

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm your selection.

Scroll to the `Applications` menu item.

Confirm your selection.

Scroll to the `Serial call` menu item. An indication on the right-hand side of the window shows whether serial call is switched on (on) or not (off).

Switch serial call on or off. The new status is displayed.

Exit menu. The new setting is saved and is briefly displayed as an information message.

Zwischenkapitel

- Assigning functions to keys *(→ S. 76)*

Forwarding to next party

The call between the external party and the internal subscriber to whom you forwarded the caller comes to an end. The internal subscriber hangs up.

The ringing tone for internal calls sounds on your telephone. The caller's number is shown on the display, e.g. `Callback 0896266661`.

Accept call.

Forward the call *(→ p. 28)* in the usual way.

Ending serial call

There are two options for ending a serial call:

- The external caller hangs up
- You deactivate the serial call function

The forwarded subscriber will not be switched back to you again.

Changing general settings

Call filter

Calls from subscribers in the call filter list are still signalled even when you have set up "Do not disturb".

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm selection.

Scroll to the `Applications` menu item.

Confirm selection.

Scroll to the `Call filter` menu item.

Confirm selection.

Scroll to the `Add entry` menu item.

Confirm your selection.
A list is shown of all entries in the general directory and your personal directory.

... Enter one or more first letters of the name until the desired subscriber is shown.

Confirm selection.
The subscriber is added to the call filter list.

Exit menu. The call filter list is saved.

- Instead of entering initial letters you can scroll through the phone book to the desired entry.
- If you want to delete an entry from the call filter list, highlight it and then press "Clear".
- If you want to delete all entries, highlight the `Delete all entries` menu item and confirm using the OK key.
- **Caution:** You can also use the call filter to prevent call divert for selected numbers. If in addition to "Call divert to, immediate" *(→ p. 41)* you also set up "Do not disturb", *(→ p. 73)* only your phone will ring when a call is received from entries in the call filter list. All other calls are diverted immediately.
- The call filter list contains up to 10 entries.
- You can set up a special ringtone for calls from numbers on the call filter list (VIP ringtone *(→ p. 72)*).

Settings for your telephone system

You can perform many of the settings for your telephone system from your T3 Comfort telephone The settings apply to all the telephones in your system:

External callers can often reach your company using various different numbers. For each of these numbers you can define which phones should ring. These telephones are referred to as the answering stations for this number.

You can set these up for normal daytime operation (day service), three different night variations (night service 1 to 3) and as call forwarding after a time delay.

If you want to operate several answering stations, you can issue a "busy" signal to every new caller as soon as you are on the phone. This is called second call barring.

You can change the date and time globally for the whole system.

You can determine a customer password so that you can e.g. manage your telecommunications system with the ICT tool.

You can query statistical information for your telephone (traffic statistics).

Contents

Answering stations for day service* *(→ p. 97)*
Answering stations for night service* *(→ p. 98)*
Call forwarding* *(→ p. 99)*
Second call barring* *(→ p. 100)*
Date/Time *(→ p. 101)*
Customer password* *(→ p. 101)*
Traffic statistics* *(→ p. 102)*

Settings for your telephone system

Answering stations for day service*

You can set up an answering station for each external line. The answering station can consist of up to 5 telephones.

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm selection.

Scroll to the `System functions` menu item.

Confirm selection.

Scroll to the `Day service` menu item.

Confirm selection.

0 1 Enter the two-digit number of the line for which you want to set up an answering station.

scroll to the number for which you want to set up an answering station.

Confirm selection.

1 DEF 3 Enter the internal number of the phone which is to be set up as an answering station, e.g. 13.

1 ABC 2 1 GHI 4 if necessary four further internal numbers of telephones which are also to be set up as answering stations.

if necessary, scroll to the `Next line` menu item and set up answering stations for this line.

ESC Exit menu. The new setting has been saved.

- An answering station is not absolutely essential.
- If no answering station is allocated to the number, a general call takes place.
- All exchange lines can be assigned to one telephone as the sole answering station.
- You can also simply press the corresponding line key instead of entering the line number.
- Answering stations you have already set up can be changed by simply entering the new answering stations.

Settings for your telephone system

Answering stations for night service*

There is often a need for a telephone system to handle calls differently at night than during the day. Here, you can set up special answering stations for night service.

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm selection.

Scroll to the `System functions` menu item.

Confirm selection.

Scroll to the `Night service 1 (or 2, 3)` menu item.

Confirm selection.

0 1 Enter the two-digit number of the line for which you want to set up night service.

scroll to the number for which you want to set up an answering station.

Confirm selection.

1 3 Enter the internal number of the phone which is to be set up as an answering station, e.g. 13.

1 2 1 4 if necessary, four further internal numbers of telephones which are also to be set up as answering stations for this night service.

if necessary, scroll to the `Next line` menu item and set up answering stations for this line.

Exit menu. The new setting has been saved.

- Three different night service options are possible.
- Switching on night service: Night service menu
- Different classes of service during night service must be specifically programmed (see Integral manual).
- You can program times when the system automatically activates a night service (see Integral manual).
- To change answering stations you have set up: simply enter the new answering stations.

Settings for your telephone system

Call forwarding*

Up to three call forwarding destinations can be set up for each exchange line. Call forwarding takes place after a set time when a answering station is called via the exchange line.

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm selection.

Scroll to the `System functions` menu item.

Confirm selection.

Scroll to the `Call forwarding` menu item.

Confirm selection.

0 1 Enter the two-digit number of the line for which you want to set up call forwarding.

scroll to the number for which you want to set up an answering station.

Confirm selection.

1 3 Enter the internal number of the phone which is to be set up as the answering station, e.g. 13.

1 2 1 4 if necessary, enter four further internal numbers of telephones to which the call should be diverted.

if necessary, scroll to the `Next line` menu item and set up answering stations for this line.

Exit menu. The new setting has been saved.

- The time before the call is forwarded can be set globally for the system between 0 and 300 seconds.
- If call forwarding is set up for the answering station but no forwarding destination has been specified, the call is forwarded as a general call.
- Call forwarding stations you have already set up can be changed by simply entering the new call forwarding station.

Settings for your telephone system

Second call barring*

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm selection.

Scroll to the `System functions` menu item.

Confirm selection.

Scroll to the `Second call barring` menu item.

Confirm selection. A list of numbers for which second call barring is to be set up is displayed.

scroll to the number for which you want to change second call barring.

Change setting.

if necessary, scroll to other numbers for which you want to change the setting.

change the setting as required.

Exit menu. The new setting has been saved.

A caller who is diverted to your phone now receives the busy signal when you are on the phone, even if other phones in the call distribution are free.

- You must have authorisation to set up second call barring.
- Numbers must be approved for setting up second call barring.

Settings for your telephone system

Date / time

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm your selection.

Scroll to the `System functions` menu item.

Confirm your selection.

Scroll to the `Date / Time` menu item.

Confirm your selection.

0 5 0 1 0 4 Enter the date (six digits): day month year, e.g. 050104 for 5 Jan 2004.

1 0 5 1 Enter time as four digits: hours minutes, e.g. 1051 for 10:51 am. The day of the week is set automatically.

Exit menu. The new setting is saved.

Customer password*

You can determine a customer password so that you can e.g. manage your telecommunications system with the ICT tool. The password can consist of letters and digits.

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm your selection.

Scroll to the `System functions` menu item.

Confirm your selection.

Scroll to the `Customer pswd` menu item.

Confirm your selection.

0 5 0 1 Enter the old password if one has already been assigned, e.g. 0501.

1 0 5 1 Enter the new customer password (new PIN) as four digits, e.g 1051.

Confirm the new customer password.

Settings for your telephone system

Traffic statistics*

You can retrieve statistical information for your telephone.

Press the "Menu" function key.

Scroll to the `Traffic statistics` menu item.

OK Confirm your selection. Information about calls since data was last deleted will be shown.

- You can reset the counter via the `Delete entry` menu item. The data will now be recorded again from the current date.

IP-specific settings

The IP-specific settings are usually made by Avaya Service or your telephone system administrator. The following contains an overview of possible settings and procedures to follow in case of error.

Contents

If the automatic search does not find a gatekeeper (T3 IP only) *(→ p. 104)*
Viewing IP settings *(→ p. 104)*
Blocking the web browser* *(→ p. 105)*
Changing the PIN to enable the web browser *(→ p. 106)*
Sending ping *(→ p. 106)*
Registering a CTI application* *(→ p. 107)*

IP-specific settings

If the automatic search does not find a gatekeeper (T3 IP only)

If the automatic search for a gatekeeper is unsuccessful, the display on your telephone will keep showing "....Searching Network...." permanently.
You now have the option of selecting a gatekeeper from the gatekeeper list, provided there are entries in it:

Scroll to the `Gatekeeper list` menu item.

Confirm your selection.

Select a gatekeeper, e.g. `GKxyz 123.456.000.123`.

Confirm your selection. The search for the gatekeeper you specified now starts. If the gatekeeper is found, your telephone's idle display will appear next.

Viewing IP settings

If you want to view IP-specific settings, your telephone should **not** be logged in.

Another way of accessing the IP menu is by selecting the `Log off` menu option when the telephone is logged on and confirming with the OK key.
Another option is to pull out the power supply plug and when reinserting press the star key (*) until the telephone's idle display appears. You can then view various settings for IP (Internet Protocol).

Press the "Menu" function key.

Scroll to the `Gatekeeper list` or `Network settings` menu item.

Confirm your selection. You will now see various IP settings such as the gatekeeper list or your telephone's IP address.

IP-specific settings

Blocking the web browser

Your telephone has been released in order for Avaya Service or your PBX system administrator to be able to access your telephone and adjust certain settings via a web browser on a PC. Proceed as follows to block access:

Press the "Menu" function key.

Scroll to the `Safety` (Security) menu item.

Confirm your selection.

Scroll to the `Web Browser` menu item.

Confirm your selection.

1 ... 9 Enter the current PIN. The factory setting is "0000".

Confirm the input.

Scroll to the `barred` menu item.

Confirm your selection.

- You can only bar the web browser when your telephone is logged off. *(→ p. 17)*

IP-specific settings

Changing the PIN to enable the web browser

Press the "Menu" function key.

Scroll to the `Safety` (Security) menu item.

Confirm your selection.

Scroll to the `Change PIN` menu item.

Confirm your selection.

2 ... 9 Enter the current PIN (default setting: "0000").

Scroll to the `New PIN` menu item.

2 ... 9 Enter the new PIN.

Scroll to the `Reenter PIN` menu item.

2 ... 9 Enter the new PIN again to verify.

Scroll to the `Save PIN` menu item.

Confirm your selection.

- The first digit of the PIN for enabling the web browser cannot be 0 or 1.

Sending ping

Press the "Menu" function key.

Confirm your selection.

Scroll to the`Sending ping` menu item.

Confirm your selection.

Scroll to the network component whose accessibility you want to check, e.g.`Def.GK`.

Confirm your selection. You then receive an information message on whether the selected network component was reached.

IP-specific settings

Registering a CTI application*

In order to control your telephone using a CTI application (e.g. Avaya Com4Tel), the CTI application must first be registered:

Press the "Menu" function key.

Scroll to the `Security` menu item.

Confirm your selection.

Scroll to the `CTI application` menu item.

Confirm your selection.

Scroll to the `Login mode` menu item.

Confirm your selection.

1 ... 9 Enter PIN. The factory setting is "0000".

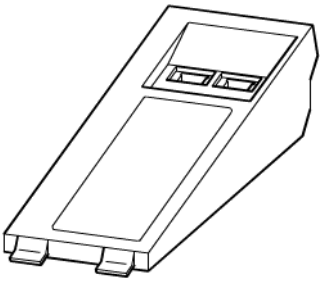
Confirm the input.

Login mode is now activated for one minute. You must start the CTI application (e.g. Avaya Com4Tel) on the PC during this time. After successful registration, login mode is immediately ended and the message "CTI application registered" is displayed.

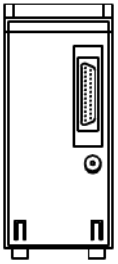
- You can only register a CTI application if your system administrator has enabled this function.
- You can only log in a CTI application while your telephone is logged out. *(→ p. 17)* .
- If you wish to register a CTI application on a different PC on your telephone, you must first select "CTI log out" from the "CTI application" menu and enter the PIN. You can then register the CTI application on the other PC under "Login mode" (see operating procedure above).

Links*

A special advantage of your telephone is the flexible link concept that allows you to expand your basic telephone with a wide variety of links. Links are base inserts for T3 telephones.
You can connect two links to the T3 Comfort at the same time. The T3 IP Comfort has only one slot for links.



View of a link
(Several links have only *one* Western socket)



View from bottom

- The configuration of the links for connecting the various equipment is carried out by Avaya Service.
- Instructions for installing the links can be found in the relevant installation manuals.

Links*

Links for ISDN telephones

CTI link	*V.24 interface:* For connecting the Avaya Com4Tel or a PC.
CTI/Audio link	*V.24 interface:* For connecting the Avaya Com4Tel or a PC *X/Y interface:* For connecting DSS modules, and, in combination with a headset, the KonfTel, a second handset, or a logger.
DSS link	*Y interface:* For connecting DSS modules *second interface:* For an external loudspeaker
Headset-Link	*Application interface:* For headsets.
S_0 link	*S_0interface:* for UPN telephones; for connecting a DSS1 ISDN main connection telephone or a PC with S_0 card *Power supply unit interface:* For an external power supply unit
Analog link	*a/b interface:* For connecting analog telephones, fax machines etc. *Power supply unit interface:* For an external power supply unit

Links for IP telephones

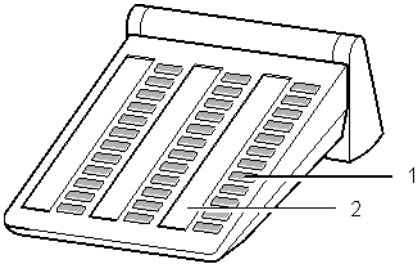
AEI/Headset-Link	*AEI interface:* For connecting DSS modules, and, in combination with a headset, the KonfTel, a second handset or a logger. *Application interface:* For headsets.
CTI/Audio Link (only for telephones with hardware level 1)	*AEI interface:* For connecting DSS modules, and, in combination with a headset, the KonfTel, a second handset or a logger.
Headset-Link	*Application interface:* For headsets

- Telephones with hardware level 1 do **not** have "T3 IP II" marked on their label.

The DSS module

A DSS module has 36 keys, which Avaya Service can assign according to your preferences. (DSS = **D**irect **S**tation **S**elect). The following options are available to you:

- Call numbers of your partners
- Individual destinations (frequently used call numbers)
- Line keys
- Functions, e.g. door opener, call diversion or hotel functions, etc.



1: Keys with LEDs
2: Strips for labelling

- You can connect up to three DSS modules (II) to the DSS Link, the CTI/Audio-Link or the AEI/Headset-Link.
- A DSS module II can also be *directly* connected to T3 ISDN telephones with software > V3_01. A DSS module II connected in this way does not need a Link.

The DSS module

Dialling with the DSS module

 Lift the handset.

 Press the DSS key for the desired subscriber.

The LED indicates whether the connection is free or busy.

Connection	LED
Free	Off
Call	Flashing slowly
External call	Flashing quickly
Busy	On



- Instead of lifting the handset to start with, you can also press the DSS key for the desired subscriber first and then lift the handset (dialling with handset on-hook).

Headset

You can connect a headset to a Headset-Link, an AEI/Headset-Link or a CTI/Audio-Link. Before making a call over the headset you may have to function keys *(→ p. 89)*.

Contents

Headset - answering calls *(→ p. 113)*
Continuing a headset call with the handset *(→ p. 113)*
Continuing a handset call with the headset *(→ p. 113)*
Ending the headset call and disconnecting *(→ p. 113)*
Headset - making a call *(→ p. 113)*
Headset - setting monitoring/handsfree on the telephone *(→ p. 114)*

- The links only properly support those headsets which have been approved by Avaya.
- A cordless convenience headset can only be connected to an AEI/Headset-Link or a CTI/Audio-Link.
- You can start using a convenience headset as soon as you connect it.
- **Caution: prevent damage to your hearing!**
  If you use a headset continually, loud sounds in the earphone can, over a long period of time, lead to hearing damage. Therefore, always reduce the volume during loud conversations to a pleasant level (use the "-" key).

Headset

Headset - answering calls

Someone calls you.

Press the "Handsfree / monitoring" function key. You will be speaking to the other party via the headset. The LED next to the function key flashes.

- Using a convenience headset, you can also take a call using the corresponding button on the headset. Brief connecting delays are possible when answering on the telephone.
- With the convenience headset, you can hear the ringing in the headset earphone.

Continuing a headset call with the handset

Lift the receiver and continue the conversation as normal.

Continuing a handset call with the headset

Press the "Handsfree / monitoring" function key **twice**. You will be speaking to the other party via the headset. The LED next to the function key flashes.

Ending the headset call and disconnecting

Press the "Handsfree / monitoring" function key.

Replace the handset if necessary.

Headset - making a call

0 ... 9 Enter the desired call number on the telephone.

Press the "Handsfree / monitoring" function key. The LED next to the function key starts to flash. You can speak with your desired call partner as soon as they answer your call.

- If the call number that you want to dial is in one of the lists (call list, phone book), then you can also select it there and then press the "Handsfree/Monitoring" function key.
- Using a convenience headset, you can also set up a call using the corresponding button on the headset.

Headset

Headset - setting monitoring/handsfree on the telephone

You can switch on monitoring on the telephone or handsfree calling via the telephone while you are telephoning with the headset.

Switching on monitoring

Scroll to the `Monitoring on` menu item.

OK Confirm your selection. You can then hear the caller through the built-in loudspeaker.

... switching it off

Scroll to the `Monitoring off` menu item.

OK Confirm your selection.

Switching on handsfree

Scroll to the `Handsfree` menu item.

OK Confirm your selection. You can hear the caller through the built-in loudspeaker and can speak to them using the built-in microphone. The headset is switched off.

... switching it off

Press the "Handsfree / monitoring" function key. You can telephone using the headset again.

Hotel functions*

You can use the hotel functions in small to medium-sized hotels and guest houses. Your system administrator can connect up to three DSS modules for executing these functions.

Available functions include checking guests in and out, viewing guest charges, disabling direct inward dial to rooms, waking up guests, etc.

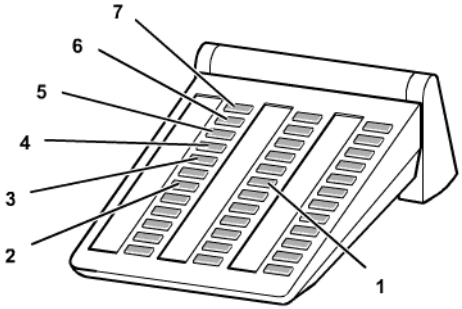
You can also hook up a printer to the telephone system for printing out charge reports and wake-up requests.

Contents

Layout of the hotel functions on the DSS module* *(→ p. 116)*
Checking in* *(→ p. 117)*
Checking out* *(→ p. 117)*
Message to guest: message at reception* *(→ p. 119)*
Direct dial to rooms* *(→ p. 120)*
Guest-to-guest connection* *(→ p. 121)*
Determining the charge limit* *(→ p. 122)*
Waking guests* *(→ p. 123)*

Hotel functions*

Layout of the hotel functions on the DSS module*



1	**Other keys**	Destination keys for guests
2	**Exit**	For ending an operating procedure. The DSS module returns to displaying the calling status of the room telephones.
3	**Charge limit**	The guest can only incur charges up to the amount specified in the telephone system.
4	**Disable guest-to-guest**	Others guests cannot use their room telephones to call this guest directly, but must be connected via the switchboard.
5	**Message**	The switchboard can send a message to a room telephone.
6	**DDD (Disable Direct Dial)**	An external caller cannot directly dial the guest's room, but must be connected via the switchboard.
7	**Check in / Check out**	For checking guests in and out.

Hotel functions*

Checking in*

Press the Check-in key.

Press the key for the desired room, e.g. 101.
You can now choose between several languages for the menu displays on the guest telephone.

Scroll to the desired language, e.g. `English`.

Confirm your selection.

The guest is checked in. The menu displays on the guest telephone and the voice announcements of a voice mail box (if any) will be in the selected language.

- The guest acquires the full, non-restricted class of service upon check-in. The charges memory for the previous guest is erased. The key lights up.

Checking out*

Press the Check-out key.

Press the key for the desired room, e.g. 101.

If the key light goes off:
No charges have been incurred and all messages on the guest's voice mail box have been listened to.
Check-out is complete.

If the key flashes:
Charges have been incurred or there are messages on the guest's voice mail box that have not been listened to. You can query the charges *(→ p. 118)* and you can ask the guest to listen to the messages *(→ p. 118)* .

Press the "Exit" key. The DSS module returns to displaying the calling status of the room telephones.

- All the guest's wake-up calls, call diversions and callbacks are deleted upon check-out. Direct dial from other rooms is disabled.
- On checking out, an automatic printout of the total is also possible. Consult your system administrator if necessary.

Hotel functions*

Reading call charges

If charges have been incurred:

Press the "Menu" function key.

Scroll to the `Charges` menu item.

Confirm your selection.

Press the key for the room again. The charges are displayed.

Scroll to the `Printout` menu item (for sum of charges) or to `Total printout` (for details of individual calls).

Confirm your selection. The charges for this guest will be printed out.

Scroll to the `Reset charge meter` menu item.

Confirm your selection. The charges for this guest are deleted.

Press this key.

Press the key for the room again, e.g. 101. The guest is checked out or a message is displayed that there are still messages that have not been listened to.

to listen to the messages

A menu item shows how many messages on the guest's voice mail box have not been listened to.

Scroll to this menu item, e.g. `101: New messages (2).`

Open the voice mail box, for example by pressing a function key programmed for this purpose.

1 0 1 Enter the room number, e.g. `101`.

Confirm your selection. The connection to the guest's voice mail box is established.

The voice mail box can be transferred to another telephone in the usual way (Call forwarding *(→ p. 28)*).
There, the customer can listen to the messages on his voice mail box on pressing the "Star" key.

Press the key for the room again, e.g. 101. The guest is now checked out. All messages that have not been listened to are deleted.

Hotel functions*

Message to guest: message at reception*

- Press the "Message" key.
- Press the key for the desired room, e.g. 222.
- Press the "Exit" key. The DSS module returns to displaying the calling status of the room telephones.

"Message" appears on the display of the room telephone. If the room telephone does not have a display, the LED for signalling a call will light up.
If the guest rings back, the "Message" indication will be cancelled or the LED will go out.

To delete the message:

- Press the key for the desired room again, e.g. 222.

Hotel functions*

Direct dial to rooms*

Disabling direct inward dial to rooms

- Press the "DDD" (Disable Direct Dial) key.
- Press the key for the desired room, e.g. 707. The key lights up.
- Press the "Exit" key. The DSS module returns to displaying the calling status of the room telephones.

Enabling direct inward dial to rooms

- Press the "DDD" (Disable Direct Dial) key. The keys of all rooms which cannot be called directly light up.
- Press the key for the desired room, e.g. 707. The light in the key goes out.
- Press the "Exit" key. The DSS module returns to displaying the calling status of the room telephones.



- If direct inward dial to a room is disabled, an external caller cannot reach this guest directly but must be connected via the switchboard.

Hotel functions*

Guest-to-guest connection*

Disabling guest-to-guest connection

- Press the "Disable guest-to-guest" key.
- Press the key for the desired room, e.g. 707. The key lights up.
- Press the Exit key. The DSS module returns to displaying the calling status of the room telephones.

Re-enabling guest-to-guest connection

- Press the "Disable guest-to-guest" key. The keys of all rooms which cannot be called directly from other room telephones light up.
- Press the key for the desired room, e.g. 707. The light in the key goes out.
- Press the Exit key. The DSS module returns to displaying the calling status of the room telephones.



- If a guest-to-guest connection is disabled, this guest cannot be called directly by other guests, who must instead be connected via the switchboard.

Hotel functions*

Determining the charge limit*

Activating charge limit

- Press the charge limit key
- Press the key for the desired room, e.g. 707. The key lights up.
- Press the Exit key. The DSS module returns to displaying the calling status of the room telephones.

Deactivating charge limit

- Press the charge limit key The keys for all rooms with an activated charge limit light up.
- Press the key for the desired room, e.g. 707. The light in the key goes out.
- Press the Exit key. The DSS module returns to displaying the calling status of the room telephones.

- When the charge limit for a room is activated, this guest can only incur charges up to the specified limit.
- As soon as a guest reaches the charge limit, they hear a signal tone. They can still finish the present call, but cannot make any more external calls. A message that the guest has exceeded the charge limit appears on the reception telephone.
- The charge limit is the same for all guests.

Hotel functions*

Waking guests*

Activating wake-up call

Press the "Menu" function key.

Scroll to the `Appointment for others` menu item.

Confirm your selection.

6 0 5 Press the key for the desired room, e.g. "605". Confirm the number. All existing appointments for that room will be displayed.

Now enter the desired time for the wake-up call just as you would for your own appointments.

Deleting a wake-up call

Press the "Menu" function key.

Scroll to the `Appointment for others` menu item.

Confirm your selection.

6 0 5 Press the key for the desired room, e.g. "605".

Confirm your selection. All the set appointments will be shown.

Scroll to the appointment you want to delete.

Confirm your selection.

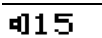
Scroll to the `Delete` menu item.

Confirm your selection. The appointment is deleted.

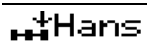
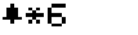
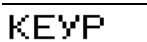
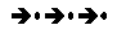
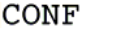
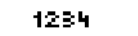
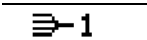
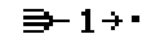
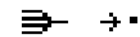
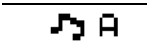
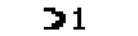
- With the wake-up call, you can send a text prepared by your system administrator. You can change that text or compose one yourself.
- If the guest does not react to the wake-up call, a message to that effect appears on the reception telephone.
- Using the printer, a log is kept of when the wake-up call was entered, when it was made, and when it was acknowledged (or not, after a certain time).
- Wake-up times can also be entered by the guest himself at the guest telephone. Voice-controlled operation is described in the manual for the voice mail box.

Telephone functions and symbols

All the functions that you can assign to display keys are shown in the table, sorted alphabetically.
This table is also useful if you want to know the meaning of a symbol.

anonym	**Anonymous calling** When you do not want the other party to see your number.
List	**Call list** The call list contains all the calls you have not answered.
	**Reply to announcement** For replying to a general or group announcement.
	**Paging** For making an announcement to subscribers in your system.
	**Paging the associated subscriber**
	**Paging group** For paging a group of subscribers within your system.
	**Self-assignment** Audible notification of calls on own telephone that are normally answered by other subscribers.
EP1	**External presentation** Presents the call recipient of the next outgoing call with the stored number.
	**Delete self-assignment of other subscribers** You can delete self-assignment for another subscriber if your telephone has been enabled for this by your system administrator.
	Deleting self-assignment of associated subscribers
	**Settings** For setting various telephone functions, e.g. night service.
EURO	**Euro - local currency** Switches between charge display in euros and in the local currency.
MCID	**Trap call** To identify the number of undesired external callers (in the exchange).
	**Charge** For viewing charges.
	**Charge docket** Prints details of charges on the charge printer. This function must be set up by your system administrator.

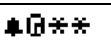
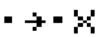
Telephone functions and symbols

	**Pick-up** You can use this function to direct calls for other subscribers or groups to your telephone.
	**Call pick-up from associated subscriber/from associated group**
	**Cutting yourself out of general call** You can cut your telephone out of the general call.
	**Refer-back to exchange** You can put a connection to the exchange on hold. You can then make a new connection using the same B-channel.
	**Internal group call** For simultaneously calling all subscribers of a particular group. You will be connected with the first subscriber that answers the call.
	**Keypad** Activates the keypad function.
	**Serial call** An external caller who is forwarded by you will always be switched back to you after finishing their conversation. You can then forward the caller again.
	**Conference** Initiates a conference.
	**Customer number** For every call resulting in charges, you can enter a three to ten-digit code for billing the charges, e.g. a project or job number.
	**Line bundle** Seizes a line in the corresponding bundle.
	**Line bundle + code dial destination** Seizes a line in the corresponding bundle and then dials the entered code dial destination.
	**Released line bundle + code dial destination** Seizes a line in the released bundle and then dials the entered code dial destination.
	**DMF A (B, C, D)** For signalling of the DTMF key A (B, C, D)
	**Message** For sending a message to a subscriber within your system.
	**Night service 1, 2, 3** For activating and deactivating the night modes for particular subscriber groups.

Telephone functions and symbols

	Automatic night service You can have night service activated automatically. The activation time is set by your system administrator.
Michel	**Partner or destination** If a partner or destination has been stored with a name, this name will be shown.
1	**Private call - bundle** Activates private call via the corresponding bundle.
	Private call - released bundle Activates private call via the released bundle.
1	**Private call - bundle + code dial destination** Activates private call via the released bundle and then dials the entered code dial destination.
	Private call - released bundle + code dial destination Activates private call via the released bundle and then dials the entered code dial destination.
1	**Bundle routing** You can route all calls received by a certain bundle (main number) to an external number.
**	**Call routing for other subscribers** For diverting calls for other telephones to internal numbers.
	Route call to For routing calls from your telephone to another.
Hans	**Call routing to associated subscribers**
	Follow me here For routing calls from another telephone to your own.
Hans	**Follow me here associated subscriber**
11 12	**Call forwarding** For automatically forwarding calls to another connection if you do not answer within a certain time.
[*]	**Do not disturb** If you do not wish to be disturbed by phone calls.
	Prevent hunt group For cutting your telephone out of the hunt group.
	Lock For protecting your telephone against unauthorized use. Others can use your phone only for emergency or internal calls.

Telephone functions and symbols

	**Charges printer form feed** For printing out a page from the charges printer. This function must be set up by your system administrator.
S1	**Special key** To control the "Free switching points" hardware.
	**Day service** For deactivating the night service.
	**Directory** Displays the directory.
	**Temporary DTMF** For enabling tone dial, e.g. for remote access to an answering machine.
	**Appointment** For having your telephone remind you of an important appointment
	**Appointment for associated subscriber**
	**Appointment for others** For reminding other subscribers in your system of an appointment.
TIM	**TIM** Activates the TIM media server.
	**Ringer tone off** Switches off the ringer tone for the next call or for a defined time.
	**Door** Activates the appropriate switching contact. Can only be used if additional equipment is provided.
	**Transfer call** Prepares the transfer of the current call party.
	**Transfer external** Prepares the transfer of the current external party to another external party.
	**Traffic statistics** Statistical information on your telephone.
	**Second call barring*** Every new caller receives a ’busy’ signal as soon as a phone in call distribution is busy.

Messages on the display

The following is an overview of important display and status messages. The list includes standard displays and messages in the case of special settings.

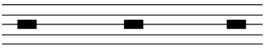
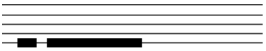
Other subscribers	When you want to save a call number for another subscriber (only possible if enabled by Avaya Service).
Busy	The dialled connection is busy.
Bundle	When you want to seize a line from a particular bundle.
Bundle busy	All lines in the selected bundle are busy.
Bundle .. private	To seize a line in a bundle reserved for you.
Self-assignment	Audible notification of calls on your own telephone that are normally answered by other subscribers.
Earth / flash	Select this menu item if you are connected to a host system which requires a flash key for external access.
Convers.	You are connected to the call number displayed.
Internal call number	For storing the number of a telephone connected to your telephone system.
K:	All keystrokes are sent as keypad information. Used to program a telephone system or to use service features in the network.
Code	For every call resulting in charges, you can enter a three to ten-digit code for billing the charges, e.g. a project code or job code.
Empty	There are no entries stored in the telephone book.
PIN	PIN (Personal Identification Number), four digit: for locking and unlocking your telephone.
PIN code	If you have a PIN (Personal Identification Number), you can make external calls from locked phones: PIN code = internal call number + PIN.
Refer-back host PABX	For initiating a consultation call (refer-back) to another connected system.
Call	The subscriber you are calling is not occupying the line.
Prevent general call	Your telephone is cut out of the general call.
Cut out of hunt group	You have cut your telephone out of the hunt group.
Malfunction	There is a malfunction e.g. in the line or in a connected printer. The malfunction message will be displayed until the malfunction is corrected.
Phone locked	Your telephone is locked. To unlock it, select the `Lock` menu item and enter your PIN (Personal Identification Number).

Messages on the display

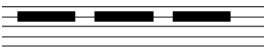
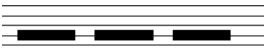
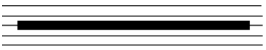
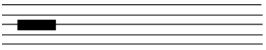
Phone book entry	To save a call list entry or redial number in your personal phone book.
Subs.	Subscriber: enter the call number of the desired subscriber here.
Transfer call	When you want to forward a caller.
Invalid	Invalid: you have entered a call number - an unknown code, for example - that the telephone cannot dial.
Dial pause	For storing a dial pause, such as between area code and call number.
Transfer	For forwarding the call to another subscriber.
Recall	You have forwarded a caller to an internal subscriber who does not answer. The call is returned to you.

Ring tones and handset tones

Tones on the handset

	Tones during a cut-in call *(→ p. 25)*.
	Acknowledgement tone: confirms a new setting.
	Special dialling tone: sounds instead of a standard dial tone if night service or call diversion is active, or if the telephone is locked or do not disturb has been set up.

Tones for internal and external calls

	Normal ring tone for external calls (example).
	Normal ring tone for internal calls (example).
	Recall: you have forwarded a caller to an internal subscriber who does not answer.
	Second call during an existing call, call waiting signal or a normal call when "Handsfree answer-back" is activated.
	Appointment signal: an appointment has expired.

- If you do not wish to be disturbed, you can deactivate the ring tones *(→ p. 73)*.

Menu overview

Below, you will find an overview of the menu structure of the Integral T3 Comfort. The first three menu levels are shown.
Deviations from the menu overview shown here may arise due to the features used, the accessories in use and the assignment of the function keys.

Menu line in basic menu		**... down one menu level**		**... down one menu level**
Pick-up				
Call list				
Directory	>	Searching		
		New indiv. entry		
		New general entry		
Call divert	>	Follow me here		
		Route to		
		Route for		
		Bundle [x]		
AppointmentS	>	Own appointm.		
		Appointm. for others		
Charges	>	Last call		
		Total subs.		
		Total line		
		Total call charges		
		Euro -> Local currency		
Lock	>	Lock telephone		
		Setting up the PIN		
Message				
menu	>	Night service 1		
		Night service 2		
		Night service 3		
		Auto. menu		
Settings	>	Display / Acoustics	>	Acoustics / contrast
				Partner beep
				Do not disturb
				Language
		Function keys		
		Keyboard		
		Dial settings	>	Autom. handsfree

Menu overview

Menu line in basic menu	... down one menu level		... down one menu level
			LN on dialling
			Line / off-hook
			Number of redials [0]
			Redial every: [s]
			Handsfr. during call
			Second call
			Remote no. disp.
			Direct dial
			Code
	Applications	>	General call
			Hunt group
			VIP call
			Headset
			Self-assignment
			Int. call list
			Call list
			RUL call list
			... Delete after
			Call display A->B
			Serial call
			Call filter
			Slot 1: XXX link
			Slot 2: XXX link
	System functions	>	Day service
			Night service 1 (2, 3)
			Call forwarding
			Date/Time
			Customer pswd ...*)
Traffic statistics			
Log out (T3 IP only)			

*) Further menu options will be displayed if the Service department has enabled you to program the corresponding functions: subscriber names, substitute terms, classes of service, system times, call bar groups, call bar numbers, software lock, auto. night service, multi-port connections, door stations, charge voucher control, charge

Menu overview

functions, paper format, charge display, advertising copy, charge threshold, charge factor, second call barring.

Troubleshooting

Incorrect date and time are displayed
Set the correct time in the System functions *(→ p. 101)* menu.

Unknown message on the display
Take a look in the section Messages on the display *(→ p. 128)* to see what the display means.

The number of a caller is not displayed
Call was transmitted without caller's number, e.g. an analog call, or the caller has switched off the caller ID function.

Short tones during a call
A second call is being signalled. Please refer to the section Establishing several connections *(→ p. 27)* to find out about possible operating steps.

or

You have activated monitoring or handsfree operation

Appointment signal
An appointment is being signalled.

A function does not work
It is possible that the function first has to be enabled by Avaya Service.

Telephone cuts off prematurely when programming
No key has been pressed for about 60 seconds. This always terminates every programming procedure. Programming is also terminated by answering a call.

Index

* *7*

A
Action, cancelling *11*
Additional functions *7*
After-hours, night service *66*
Alpha keypad *14*, *93*
Alphanumeric keypad *14*, *93*
Announcement *65*
Anonymous call *26*
Answering stations *97*, *98*, *99*
Appointment signal, switching off *56*
Appointment, deleting *56*
Appointments *52*
Appointments, entering *53*, *54*, *55*, *56*
Asterisk *7*
Audible tones *130*
Audio *70*, *72*
Automatic connection *84*
Automatic redial *24*

B
Barring *60*
Basic rules *11*
Block dialling *86*
Brokering *28*
Bundle diversion *47*
Busy *24*
Busy on busy *100*

C
Call display, extended *87*
Call diversion for *43*
Call diversion to *41*
Call diversion, bundle *47*
Call diversion, changing remotely *45*
Call divert *40*
Call divert to, exceptions *95*
Call divert, call list *39*
Call during programming procedure *20*
Call filter *95*
Call for partner, answering *19*
Call forwarding *20*, *99*
Call list *35*

Index

Call list, additional entries *39*
Call list, calling back *37*
Call list, deleting *37*
Call list, deleting automatically *38*
Call list, preventing deletion *38*
Call list, symbols *36*
Call number, entering; IP *106*
Call number, saving in a different location *50*, *51*
Call numbers on destination keys *77*
Call numbers onto keys *75*
Call numbers, entering *49*, *51*
Call waiting *25*
Callback *37*
Callback, automatic *24*
Callback, line *25*
Callers, switching between *28*
Calling *21*
Calling anonymously *26*
Calling externally *22*
Calling internally *22*
Calling partners *68*
Calling with one key stroke *23*
Calling with the DSS module *111*
Calls, answering *18*
Calls, picking up *19*
Cancelling *11*
Charge limit, hotel functions *122*
Charges *57*
Charges, deleting *59*
Charges, hotel functions *118*
Charges, switching display *59*
Charges, total *58*
Check-in *117*
CLIP *23*
Code *87*
Com4Tel *107*
Commissioning, IP telephones *15*
Conference *29*, *30*
Conference, connecting callers *30*
Conference, ending *31*
Conference, expanding *30*
Conformity *4*
Connecting *28*, *29*

Index

Connecting the telephone *4*
Contrast *70*, *71*
CTI application *107*
Customer password *101*
Cutting into another call *25*

D
Date / time *12*
Datum *101*
Day service *97*
Deactivating routing *44*
Destination keys *23*, *77*
Dialling from the directory *49*
Dialling with DSS module *111*
Direct dial *86*
Direct inward dial, hotel functions *120*
Directory, selecting entry *49*
Display *11*, *12*
Display keys *11*, *12*, *13*
Display keys, partners *68*
Display messages *128*
Do not disturb *73*
Do not disturb, exceptions *95*
DSS module *110*
DSS module II *110*
DSS module, hotel functions *116*
DTMF *26*

E
Entering text *14*
Exchange line, automatic seizure *82*, *83*
Ext. line code *22*
External *21*
External line code *21*

F
Fault finding *134*
Follow me here *42*
Forwarding *28*, *29*
Forwarding a call *20*
Function keys, assignment *76*
Function keys, possible functions *124*
Functions *124*
Functions onto keys *75*

Index

G
Gatekeeper, entering manually *104*
Gatekeeper, finding *16*
Gatekeepers *16*
General call *89*

H
Handsfree *33*
Handsfree, automatic *82*, *84*
Handsfree, headset *90*
Headset *112*
Headset volume *91*
Headset, enabling use of *90*
Headset, setting up *89*
Hotel Functions *115*
Hunt group *88*

I
Icons *124*
Idle display *12*
Input, cancelling *11*
Internal *21*
IP settings *104*

K
Keys *10*
keys *123*
Keys, assigning functions to *76*
Keys, assignment *76*

L
Labelling strips *80*
Language *70*
Language for log-in on IP telephones *16*
Language versions of the user manual *7*
Language, selecting *74*
LED *78*
Letter keys *14*
Levels *13*
License *5*
Light emitting diodes *78*
Lines *77*
Links *108*
Lock *60*
Locking *61*

Index

Logging off, IP telephones *17*
Login *16*

M
Mailbox *63*
Malfunctions *134*
Memo *62*
Menu *11*
menu *98*
Message *62*
Message to guest *119*
Message, writing *63*
Messages *128*
Messages, sending *63*, *64*
Monitoring *33*
Monitoring, headset *90*
MSN *19*, *23*, *36*, *39*
Mute *19*

N
Names, searching for *49*
Night service *66*, *131*
Notes, important *4*
Notes, important chapters *7*
Numbers, preventing display of *85*

O
Open Source *5*
Overview *9*, *10*, *123*
Overview, menu *131*

P
Pager *88*
Partner beep *69*
Partner keys *68*
Partners *67*, *78*
Partners onto keys *78*
Partners, calling *68*
Password *101*
Personal Identification Number *60*, *61*
Phone book *48*
Phone book, editing entry *50*
Phone book, general *51*
Phone book, new entry *49*
Phone book, saving number in a different location *50*, *51*

Index

Pick-up *19*
PIN *60*, *61*
PIN, web browser *106*
Positioning of the telephone *6*
Programming *11*
Protection *60*

R
Redial *24*
Redial, automatic *83*, *84*
Redial, number of attempts *84*
Refer-back *28*
Remote call no. ID *11*
Repairs *7*
Ring tone *73*
Ring tones *72*, *130*
Ringing, deactivating *73*
Routing *40*
Routing call *40*

S
Second call *19*
Second call barring *100*
Second call, deactivating *86*
Serial call *94*
Setting handsfree *73*
Settings *7*
Settings for telephone system *96*
Settings, IP *103*
Settings, modifying *81*
Several connections *27*
Side tone *92*
Signal tone *73*
Status *12*
Status messages *12*
Switch off route call *44*
Switching between calls *28*
Switching between lines *28*, *29*
Symbols, call list *36*
System *6*

T
Telephone functions *124*
Telephone systems for your telephone *4*, *6*

Index

Telephoning made easy *7*
Text messages *63*, *64*
Three-way conference *29*
Time *101*
Tips, placement *6*
Tone dialling *26*
Traffic statistics *102*
Twinning *44*
Twinning, changing remotely *45*

U
Unit diagram *9*
Unlocking *61*

V
VIP call *88*
Voice mail box, hotel functions *118*
Volume *72*
Volume, headset *91*

W
Wake-up tone *92*
Web browser *105*



Avaya GmbH & Co. KG
Kleyerstraße 94
D-60326 Frankfurt am Main
(Germany)
T 0 800 266 - 10 00
F 0 800 266 - 12 19
(International)
T +49 69 7505 - 28 33
F +49 69 7505 - 5 28 33

infoservice@avaya.com
avaya.de

© 2007 All rights reserved for Avaya Inc. and Avaya GmbH & Co. KG.
4.999.105.993 · 06/07 · I5/R2.4 · en